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1 **Commissioners Message:**

2 **Responding to the Needs of Employers and Job Seekers**

3 The Texas economy continued to grow in FY 2019 with the addition of 296,100 jobs between September  
4 2018 and August 2019. This economic growth is a testament to the broad-based diversity of our industries  
5 and employers, as well as the talent and skills of our workforce. Also, during this fiscal year, the Texas  
6 unemployment rate fell to 3.4% reaching its lowest level since the state unemployment date series began  
7 in January 1976. Our state continues to lead the nation in economic development, and continues to rack  
8 up accolades earning recognition as a top state for business in FY 2019.

9 The Texas Workforce Commission (TWC) has one of the most comprehensive and integrated workforce  
10 development systems in the country. Our success as an organization serving many different populations  
11 creates efficiencies and leverages state and federal dollars to serve more Texans. Together with 28 Local  
12 Workforce Development Boards (Boards), our market-driven system worked successfully during the year  
13 to create partnerships that aligned education and training opportunities with the needs of employers in  
14 urban and rural areas of our state. The partnerships and collaborations that our Workforce Solutions board  
15 partners form in their communities create opportunities, engage employers and strengthen the state's 14  
16 million plus civilian labor force.

17 This year, with business booming and the unemployment rate historically low, in September 2019 TWC  
18 upgraded and relaunched WorkInTexas.com to better connect employers and job seekers.  
19 WorkInTexas.com streamlines the recruiting process to help companies find the most qualified candidates.  
20 WorkInTexas.com introduces new features for site users such as a 24/7 Virtual Recruiter, a Resume Builder  
21 and Resume Scorer tools. The Resume Builder and Scorer tools help increase the chances of finding the  
22 right job match. Employers, who face their own set of hiring challenges, can post jobs for free, search  
23 resumes, recruit candidates and obtain current labor market information. In addition, job seekers using  
24 WorkInTexas.com can interact, in person, with knowledgeable staff at 180 Texas workforce offices who can  
25 refer them to open positions and employers in their area.

26 These achievements and others are detailed throughout this FY 2019 report. They represent the hard work  
27 of the men and women who make up TWC and all of our Workforce Solutions partners. We are proud of  
28 what we have accomplished this year. With the continued support and guidance of the Governor and the  
29 Legislature, TWC will continue to provide superior workforce services and resources for the people and  
30 employers of Texas.

31 Sincerely,

1 **Serving Businesses and 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 fiscal year FY 2019.

8 **SPOTLIGHT: Heavy Metal Tour Exposes Students to Manufacturing Options and**  
9 **Opportunities**

10 Workforce Solutions Cameron utilized funding from their FY 2018 Youth Inspiration Incentive Award to  
11 host the Heavy Metal Tour (HMT) program, a series of tours that exposed students to manufacturing  
12 options and opportunities. HMT was a major stepping stone in planting the seeds for skilled  
13 manufacturing workers in Cameron County by having hundreds of high school students visit  
14 manufacturing companies and learn about production processes, final products, and job opportunities.  
15 Each HMT was followed by an expo or forum, which gathered manufacturing professionals in either a fair  
16 or a panel setting to facilitate a dialogue with students.

17 **Business Services**

18 Business Service Units of local workforce development boards collaborate with local economic  
19 development organizations and area businesses to deliver customized services for employers in their  
20 area. Services include development and enhancement of workforce training programs, assistance with  
21 applicant screening and referrals, job fair hosting and analysis of labor market information. In FY 2019,  
22 over 90,000 employers received these and other outreach services.

23 **SPOTLIGHT: The Bottom Line—Providing Solutions to Address the Health Care**  
24 **Workforce Shortage Gap**

25 Workforce Solutions for the Heart of Texas (Heart of Texas) collaborated with postsecondary institutions  
26 to train for industry-recognized credentials. Heart of Texas also partnered with businesses to meet  
27 immediate workforce needs and leveraged subsidized employment program resources to address the  
28 shortage gap. Heart of Texas held more than 50 job fairs and hiring events solely for health care, provided  
29 teachers with externship opportunities with health care businesses, and exposed more than 1,700 youth  
30 to careers in the health care industry.

31 **Vocational Rehabilitation Business Relations**

32 Texas Workforce Solutions-Vocational Rehabilitation Services (TWS-VRS) Business Relations staff assist  
33 employers by connecting them with qualified job seekers with disabilities for their open positions.  
34 Services are customized based on employer need, and can include training on disability awareness,  
35 workplace job accommodations, and employment application processes to remove barriers. More than

1 20 Business Relations staff across the state are available to assist with business symposia, job and career  
2 fairs. By partnering with companies like Dell Technologies, WinCo Foods, H-E-B, Walgreens, EY, CVS, and  
3 many more, together we help create more employment opportunities for Texans with disabilities. Learn  
4 more by contacting us at [VRBusinessRelations@twc.state.tx.us](mailto:VRBusinessRelations@twc.state.tx.us)

## 5 Skills Development Fund Training

6 The Skills Development Fund grant program has provided training opportunities in partnership with at  
7 least 4,522 employers to upgrade or support the creation of more than 385,633 jobs throughout Texas  
8 since the program's inception in 1996. This program supports customized job skills training for incumbent  
9 and new employees in collaboration with Texas public community and technical colleges and local  
10 employers. The 28 local workforce boards also support Skills Development Fund projects statewide by  
11 leveraging resources and assisting in the alignment of stakeholders and partners. TWC works closely with  
12 employers and training providers to ensure that training meets specific performance measures and  
13 benefits the employer and trainees.

14 In FY 2019, TWC awarded 38 Skills Development Fund grants with an average award of \$434,688. These  
15 grants will assist 72 businesses with their training needs and support the creation of 3,568 new jobs and  
16 the retraining of 9,115 current employees. Business partners contribute to the success of Skills  
17 Development Fund grants through in-kind supports including providing trainees' wages during training,  
18 the use of training space and equipment, funding a portion of course costs as necessary, the provision of  
19 complementary courses that are not part of the Skills Development grant, and salaries for staff who are  
20 assisting with the grant. These in-kind business partner contributions totaled over \$11.8 million in FY  
21 2019.

22 Some of the Skills Development Funds are leveraged to support dual-credit high school and college career  
23 and technical education programs, and training for veterans transitioning to civilian life. Training provided  
24 advances the skills of existing workers and creates new job opportunities. The Texas Legislature allocated  
25 nearly \$48 million to the Skills Development Fund for FY 2019 biennium. For more information, visit  
26 [texasworkforce.org/skills](https://texasworkforce.org/skills). For a direct link to the supplemental report please click here.

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## 27 SPOTLIGHT: North Central Texas College

28 Thirty-One Gifts, LLC in Flower Mound and Samsung HVAC America LLC in Roanoke are part of a  
29 consortium SDF grant in the amount of \$553,405 to train a combined 222 employees which include 185  
30 new and 37 incumbents in manufacturing goods and services. Both companies require specific  
31 operational instruction for startup and ongoing operations, respectively. New Thirty-One Gifts, LLC has  
32 relocated manufacturing operations from Ohio to Texas. The new facility will produce personalized items,  
33 including scarves, pouches, pet leashes, baskets, stationery, insulated drinkware and more.

34 Samsung Electronics subsidiary Samsung HVAC America designs, stocks, sells and trains on Samsung HVAC  
35 systems. The team members will receive formal HVAC technical training, and support sales and technical  
36 support team training, thus impacting customer satisfaction. Upon completion of training the business

1 partner anticipates graduated increases in production, consistent and efficient manufacturing quality;  
2 safety and positive retention standards that help attract new workers.

### 3 **High Demand Job Training**

4 The Texas Workforce Commission has dedicated \$1 million to support collaborations between Workforce  
5 Development Boards (Boards) and Economic Development Corporations (EDCs) to provide high-demand  
6 occupational job training in local workforce areas. Funds will be available through August 30, 2020.

7 In FY 2019, TWC awarded \$723,154 High Demand Job Training (HDJT) Program grants with an average  
8 award of \$87,315.40. These grants will assist 10 communities (supporting colleges, Independent school  
9 districts and private training companies) with their training needs and support the training needs of 2,894  
10 trainees.

11 The High Demand Job Training Program is intended to support Boards in partnering with local EDCs that  
12 use their local economic development sales taxes for locally identified high-demand job training. To  
13 achieve that purpose, TWC wants to enable Boards to collaborate with local EDCs and match their local  
14 economic development sales tax funds to jointly support the provision of such training. Projects for each  
15 board vary from equipment only purchases to tuition reimbursement. While funds are available,  
16 applications for HDJT grants are received anytime during the fiscal year.

### 17 **SPOTLIGHT: Weslaco EDC and South Texas College partners with the Workforce** 18 **Solutions of the Lower Rio Grande Valley to further develop a growing Advanced** 19 **Manufacturing program – High Demand Job Training Program**

20 The Economic Development Corporation of Weslaco (WEDC), interested in developing a communication  
21 strategy that in order for business to expand and retain talent, talent development is an investment in  
22 furthering economic development in the mid-valley, partnered with South Texas College (STC), to  
23 maximize and further develop the STC mid-valley campus – located in Weslaco, Texas. The Workforce  
24 Solutions Lower Rio Grande Valley (WSLRGV), the WEDC and the STC collaborated to put together an  
25 application for funds HDJTP that would further develop the Advanced Manufacturing program. The  
26 WSLRGV and the WEDC partnership applied for funds in order to purchase equipment to ensure trainees  
27 have access to state-of-the-art equipment that is required for certification to assess manufacturing skills  
28 in the fields of Safety, Quality, Production Processes, and Maintenance Awareness.

29 The High Demand Job Training Program funds will assist 24 initial participants to attain an industry  
30 recognized certification of completion. The high demand occupations to meet the needs of local  
31 employers/industries are Industrial Machinery Mechanics. The local employers in the mid-valley,  
32 specifically the City of Weslaco, have indicated a need to fill positions with individuals who possess the  
33 certifications that will be awarded to trainees through this grant that include manufacturing partners,  
34 such as but not limited to: Kapa! L.L.C. and AW Produce. STC will deliver and customize curriculum with  
35 input from Weslaco EDC and local employers.

1 **Texas Industry Partnership Program**

2 The Texas Workforce Commission has also dedicated \$1 million to support collaborations between  
3 Workforce Development Boards (Boards) and Industry partners to provide high-demand occupational job  
4 training within the Governor’s six industry clusters. Funds will be available through August 30, 2020.

5 In FY 2019, TWC awarded \$246,915 Texas Industry Partnership (TIP) Program grants with an average  
6 award of \$49,559.29. These grants will assist 7 communities (supporting colleges, Independent school  
7 districts, and providing a much-needed workforce studies) with their training needs and support the  
8 training needs of 200 trainees.

9 The Texas Industry Partnership Program is intended to support Boards in partnering with local industry  
10 partners that use their private funds for high-demand job training within the six industry clusters  
11 (Advanced Technologies and Manufacturing, Aerospace and Defense, Biotechnology and Life Sciences,  
12 Information technology, Petroleum Refining and Chemical Products, and Energy). To achieve that  
13 purpose, TWC wants to enable Boards to collaborate with local industry partners and match their private  
14 contributions to jointly support the provision of such training. Projects for each board vary from  
15 equipment only purchases to tuition reimbursement and also included are workforce studies of the local  
16 board region. Applications for TIP grants are received anytime during the fiscal year until funds are  
17 exhausted.

18 **Labor Market Information**

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

26 **Small Business Programs**

27 In Texas, there are more than 511,990 private employers who employ 100 or fewer workers. In FY 2019,  
28 TWC allocated \$1,057,350 in funding for the Skills for Small Business program to support collaborations  
29 between Workforce Solutions partners and small businesses. This initiative provides state-funded training  
30 to businesses to meet their needs, with an emphasis on training new workers or upgrading skills of  
31 incumbent workers. In FY 2019 Skills for Small Business funding provided 169 small businesses with  
32 training to support nearly 289 new jobs and more than 793 existing employees. Small businesses  
33 interested in training for their employees may be eligible to receive up to \$1,800 to train new workers  
34 and up to \$900 to train existing workers. When a training need is identified, small businesses can select  
35 from among existing courses provided by their local public community and technical colleges for new or  
36 incumbent workers. Businesses apply directly to TWC for training and TWC arranges funding with the  
37 local public community or technical college. More information about the Skills for Small Business program  
38 is available online at [texasworkforce.org/ssb](https://texasworkforce.org/ssb).

1 TWC, its local Workforce Solutions board partners and the Governor’s Economic and Tourism division  
2 host Governor’s Small Business Forums throughout rural and urban areas of Texas. The forums are  
3 designed to give entrepreneurs and small businesses valuable information targeted specifically to  
4 entrepreneurs and small business operators. Areas addressed include workforce development,  
5 marketing, hiring and managing employees, training and growth opportunities targeted specifically to  
6 entrepreneurs and small business operators.

### 7 **SPOTLIGHT: PALS Home Health partners with McLennan College to train nurses**

8 PALS Home Health is a small business in Waco, Texas dedicated to caring for children in their homes that  
9 are medically and technologically dependent. In such a vital industry, working with some of the most  
10 vulnerable in our society, the need to keep employees trained and skilled is of the utmost importance.  
11 The Skills for Small Business Grant allowed PALS’ employees do gain valuable knowledge and hands-on  
12 training in a variety of fields relating to healthcare. “It allowed our employees, our field staff, our nurses,  
13 to increase not only their skill set, but the opportunity to make more money”, said Tyler Martin, CEO and  
14 Co-founder.

### 15 **New and Improved Job Matching Resource**

16 In FY 2018, TWC replaced and relaunched it’s no cost job matching site WorkInTexas.com. The  
17 WorkInTexas.com replacement project began during mid-FY 2017, and the new site went live on August  
18 19, 2019. The system replacement is based on task force recommendations to ensure Texas employers  
19 and job seekers have access to a modern, competitive job site with user friendly, responsive design;  
20 resume building, scoring and versioning; and email and text notifications. For job seekers,  
21 WorkInTexas.com offers increased access to jobs and improved job matching. Job seekers can upload and  
22 save multiple versions of their resume and State of Texas Application. For employers, the site offers  
23 increased access to talent and improved candidate matches. Employers can search, score and rank  
24 candidates; message candidates through the site’s message center; and access candidate State of Texas  
25 applications, resumes, and industry certifications or other relevant documentation candidates provide.  
26 User training will include online user guides, desk aids, micro-learning videos, and webinars. TWC will  
27 raise awareness about the new WorkInTexas.com job matching site through a statewide communications  
28 and outreach campaign through FY 2020.

### 29 **Shared Work Unemployment Benefit Program**

30 The Shared Work Unemployment Benefit Program provides an alternative to layoffs by affording  
31 employers an opportunity to manage business cycles and seasonal adjustments without losing trained  
32 employees. The program allows for the payment of unemployment benefits to employees to supplement  
33 wages lost as a result of reduced hours. During FY 2019, 86 employers participated in the program with  
34 7,275 workers retaining their jobs and benefitting from the shared-work option in Texas.

1 **Work Opportunity Tax Credit Certification**

2 The Work Opportunity Tax Credit (WOTC) supports businesses that hire individuals with significant  
3 barriers to employment by providing them with a reduction in federal tax liability. Administered by the  
4 U.S. Department of Labor, WOTC promotes equal employment opportunities and training for targeted  
5 workforce populations, resulting in workplace diversity and increased performance, as well as economic  
6 growth and productivity for the community. TWC assists employers by determining the eligibility of new  
7 employees for the business tax credit. In FY 2019, TWC processed 626,443 applications helping employers  
8 identify \$416,456,000 in potential tax savings.

9 **Specialized Agricultural Services**

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

18 **Employer Information and Assistance**

19 TWC offers employment resources for individuals and businesses, including compliance assistance and  
20 information about rights and responsibilities under Texas and federal employment laws. As part of this  
21 effort, TWC’s Chair and Commissioner Representing Employers hosts Texas Business Conferences  
22 throughout the state to keep employers up-to-date on the latest information regarding employment law.  
23 Topics presented at the conferences include Texas employment law, the basics of hiring, employee policy  
24 handbooks, creating a human resources roadmap, handling unemployment claims, independent  
25 contractors and federal and Texas wage and hour laws. In FY 2019, more than 4,796 individuals attended  
26 13 Texas Business Conferences held throughout the state. Individuals interested in attending a  
27 conference can now register online at [texasworkforce.org/tbc](https://texasworkforce.org/tbc). The Society for Human Resource  
28 Management Texas State Council (Texas SHRM) and Human Resources Certification Institute (HRCI)  
29 offer professional and recertification credits for human resources professionals who attend. In addition,  
30 certified public accountants who attend can earn continuing education credit hours and other conference  
31 participants may qualify for general professional credit.

32 The Commissioner Representing Employer’s office manages and maintains an employer hotline (800-832-  
33 9394) and e-mail address [employerinfo@twc.state.tx.us](mailto:employerinfo@twc.state.tx.us) to assist employers with questions about  
34 employment law and other information. The hotline receives about 1,200 phone calls per month. The  
35 office also produces free publications available in print and online to help businesses stay informed about



1 legal issues surrounding employment in Texas, including the quarterly publication *Texas Business Today*  
2 and the *Especially for Texas Employers* book.

3 *Texas Business Today* serves as a supplement covering issues and interests of Texas employers and is  
4 available at [texasworkforce.org/texasbusinesstoday](https://texasworkforce.org/texasbusinesstoday). *Especially for Texas Employers* provides information  
5 on important workplace issues, with chapters on topics such as basic legal issues relevant to hiring, pay  
6 and policy, work separation, post-employment problems, and employment law-related websites. This  
7 book is available at [texasworkforce.org/efte](https://texasworkforce.org/efte), along with the *TBC Companion* web application at  
8 [texasworkforce.org/tbcapp](https://texasworkforce.org/tbcapp).

### 9 **Protection of the Unemployment Compensation Fund**

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

17 In FY 2019, RID estimates it prevented more than \$246.6 million in improper benefit payments. TWC also  
18 detected and established \$83.8 million in benefit overpayments. It collected \$36.3 million in delinquent  
19 employer taxes, penalties and interest, and \$62.9 million in unemployment benefit overpayments and  
20 penalties through direct reimbursements and benefit offsets. \$12.4 million of the overpayments debts  
21 were collected through the Treasury Offset Program.

## 1 **Serving Job Seekers and 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 2019.

## 8 **Child Care Services**

9 Child Care supports both working parents and the healthy development of children. In March 2017,  
10 Congress appropriated an historic increase to the Child Care and Development Block Grant's discretionary  
11 funds, which increased Texas' allotment by \$240 million. These federal changes resulted in increased  
12 allocations to the Boards (FY17 \$543.3million; FY18 \$580.5 million; FY 2019 \$719.3 million). Additional  
13 funds were also dedicated to support an expansion of statewide quality improvement activities, and to  
14 increase funding for the Board's quality activities as well.

15 Local Workforce Development Boards (Boards) administer child care subsidy assistance to support eligible  
16 low-income families and families participating in the TANF Choices employment program, allowing  
17 parents to work, attend school or participate in training. Boards provide education, guidance, and  
18 support to participating families to assist them with selecting high-quality care for their children. Parents  
19 may select any regulated child care provider, as long as that provider is willing to enter into an agreement  
20 with the Board to participate in the subsidy program and accept the Board-established reimbursement  
21 rates.

22 The Texas Rising Star (TRS) program is a voluntary provider quality rating improvement system. Child  
23 Care providers who accept subsidized children may participate in TRS and be rated at a 2-star, 3-star or 4-  
24 star certification level. TRS encourages providers to exceed minimum licensing requirements and provide  
25 more quality services in order to achieve a higher ranking, and child care providers receive enhanced  
26 reimbursement rates for meeting such standards.

27 Boards also receive funding to support quality improvement activities. State law requires that at least 2%  
28 of a Boards allocation be dedicated to activities that improve the quality of child care, which may include  
29 professional development and support for ongoing educational attainment (ex. CDAs, Associates Degrees)  
30 for early childhood professionals, support for child care provider to improve quality of their teaching  
31 strategies (ex. curriculum, lesson planning), support to improve child care program business practices,  
32 which may include shared services models), etc.

33 Both Boards and TWC also provide consumer education to support all families with information about the  
34 characteristics and availability of high-quality child care as well as its importance to healthy child  
35 development. Consumer education is provided through the Texas Child Care Solutions website,

1 Workforce Solutions Offices, interagency partnerships and referrals, and various state and local outreach  
2 efforts (ex. advertisements, social media, community events).

3 The number of children served in the Child Care program has risen significantly due to the increased  
4 federal funds. In Fiscal Year 2018, the program served an average of 107,697 children per day. In Fiscal  
5 Year 2109, the program began the year serving 114,788; throughout the year, the Boards ramped up  
6 enrollment and reduced waiting lists. The program was serving an average of 135,849 children per day as  
7 of July 2019.

8 TWC and the Boards have also increased the number of Texas Rising Star providers steadily over the past  
9 several years. As of July 2019, 1,593 providers were participating in the Texas Rising Star program,  
10 representing a nearly 60% increase since 2015. Texas Rising Star providers now comprise 21% of all  
11 providers with agreements to accept subsidized children.

## 12 **Employment Services**

13 Local workforce development boards coordinate with businesses, educational institutions and industries  
14 to oversee programs designed to address specific barriers to employment faced by members of the local  
15 workforce. Twenty-eight workforce development boards across the state of Texas are responsible for  
16 planning, oversight and partnering with the community to provide employment services locally at no cost.  
17 In FY 2019, roughly 550,000 job seekers received employment services, including workshops, job fairs,  
18 résumé writing assistance, networking opportunities, access to computers and assistance with TWC's  
19 [WorkInTexas.com](#) job matching database.

## 20 **Purchasing from People with Disabilities**

21 The Texas Purchasing from People with Disabilities, commonly referred to as State Use Program, assists  
22 individuals with disabilities transition toward independence. Administered by TWC, its daily operations  
23 are managed by WorkQuest (formerly TIBH Industries), a central nonprofit agency. WorkQuest markets  
24 the program as WorksWonders, which provides direct benefits to these individuals by offering stable,  
25 vocational rehabilitation in their own communities. This training results in meaningful employment and  
26 fair wages which promotes self-sufficiency for employees of the program.

27 Through a partnership with Community Rehabilitation Programs (CRPs), nearly 6,000 Texans with a wide  
28 range of disabilities were employed in 106 local nonprofit CRPs in FY 2019. These individuals earned a  
29 combined total of more than \$48 million in wages from products or services purchased by city, county,  
30 state or federal agencies, schools, and political subdivisions through the WorksWonders program. For a  
31 direct link to the supplemental report please click here.

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## 32 **Labor Law Services**

33 TWC's Labor Law Department enforces payday, child labor, and minimum wage laws in Texas. In FY 2019,  
34 the Labor Law department received 11,774 claims from workers alleging an employer did not pay their  
35 employees due wages. The department completed 11,706 investigations, ordered more than \$6.6 million  
36 in unpaid wages to be paid, and collected \$6.4 million in unpaid wages for Texas workers.

1 The department received 1,084 child labor inquiries, conducted 2,718 investigations, and found 356  
2 infractions for 143 employers. The department also helps ensure that a child is not employed in an  
3 occupation or manner that is detrimental to the child's safety, health or well-being, and issued 1,397  
4 certificates of age and child actor permits.

## 5 **Adult Education and Literacy**

6 AEL is delivering Texas communities and customers a dynamic system of services that help under-skilled  
7 individuals increase their employment, skills, attain high school equivalency (HSE), and obtain recognized  
8 postsecondary credentials. Using innovative approaches that have demonstrated effectiveness, AEL is  
9 bringing extra value through integration with a broad variety of community partnerships and achieving  
10 the integrated employment and college readiness solution the Texas Legislature and three-member Texas  
11 Workforce Commission (Commission) envisioned when the program was transferred from Texas  
12 Education Agency to TWC in 2013.

13 In the past six years, the statewide adult education program has built over 660 fully developed career  
14 pathways programs for 22,235 participants, including 75 value-added employer partnerships for over  
15 2,131 workers' so Texas employers can keep the Texas economy growing.

16 Robust system collaborations between TWC's Workforce Partners of Boards, VR programs,  
17 Apprenticeship providers and other services have brought AEL out of the margins and into the  
18 mainstream of workforce development , and productive statewide partnerships with the Texas Higher  
19 Education Coordinating Board (THECB) Texas Association of Community Colleges (TACC), Texas Success  
20 Center, Literacy Texas, Texas State Libraries and Archives Commission (TSLAC), and other  
21 organizations have been developed, which are bolstering the objectives of these organizations while  
22 supporting win-win objectives for each agency while delivering AEL students diverse support.

## 23 **Career Planning Services & Information for Students**

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

31 Continuing to find new ways to expose students to the world of work and prepare them for life after high  
32 school, TWC and workforce solutions boards provide presentations, professional development and  
33 webinar opportunities, as well as training for community and education partners in using TWC's labor  
34 market and career information data tools to help students learn about new industries and occupations.  
35 During FY 2019, TWC's education specialists did outreach to more than 80,000 students and education  
36 professionals.

1 Finally, through continued partnership with the TEA and THECB, LMCI Education outreach provided LMI  
2 and regional data reports and presentations to help guide the discussions and planning sessions of several  
3 committees working together to revise state, K-12 CTE programs of study and a list of TEA approved  
4 industry-based certifications for CTE programs. Through the collaboration, TEA and THEB were also able  
5 to build on opportunities for students to find pathways that start in high schools and lead them to-and-  
6 through higher education institutions and workforce programs, thus supporting the 60x30TX initiative.

### 7 **Workforce Career and Education Outreach Specialist Pilot Program**

8 The Texas Workforce Commission awarded \$5,165,488 in funding in FY 2019 to seven local workforce  
9 boards for a new Workforce Career and Education Outreach Specialist Pilot Program. The objective of the  
10 program is to provide career services to students at public middle and high schools, grades six through  
11 twelve, in designated regions in the state for directing those students toward: 1) high growth, high  
12 demand occupations; 2) opportunities and training in middle-skills jobs; 3) apprenticeship training  
13 programs; 4) internships; 5) community and technical colleges; and 6) occupations experiencing existing  
14 or projected workforce shortages. Students will receive in-depth education and direction on career  
15 choices as well as access to up-to-date labor market and career data. This program will support the  
16 achievement of Texas' goals outlined in the November 2016 Tri-Agency Report. The funding establishes  
17 full-time Workforce Specialists, to be co-located at middle and high schools across Texas in over 50 school  
18 districts, to deliver career guidance and workforce information to students, including underrepresented  
19 populations such as youth in foster care. The program will use TWC resources to organize training  
20 workshops, expose students to a variety of career pathways and coordinate with local and state services  
21 to provide pre-apprenticeship opportunities.

### 22 **Workforce Training Programs**

23 TWC supports a variety of training programs to equip the workforce with the skills needed for  
24 employment in Texas. In FY 2019, nearly than 35,000 individuals received training through funding  
25 supported by the Workforce Innovation and Opportunity Act (WIOA), Skills Development Fund,  
26 Apprenticeship and other TWC-administered training programs. Over 11,000 workers took part in WIOA  
27 occupational training, which is available to dislocated workers, disadvantaged youth and unemployed or  
28 low-wage earning adults. Nearly 6,400 workers were trained through an apprenticeship program which  
29 provides a combination of on-the-job training and classroom instruction for highly skilled trades and  
30 occupations.

### 31 **Unemployment Benefits and Rapid Response Services**

32 As the administrator of the state's Unemployment Compensation Fund, TWC processes UI benefit claims  
33 for those who find themselves without employment through no fault of their own. UI claimants have  
34 electronic access to unemployment benefits correspondence on a secure, online mailbox for items such  
35 as time-sensitive determinations, unemployment benefits claim information and instructional materials.  
36 They also have access to free employment services from local Workforce Solutions offices to help them  
37 find new employment opportunities.

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

## 6 **Disaster Unemployment Assistance**

7 During FY 2019, the Disaster Assistance Period for Hurricane Harvey ended. Shortly thereafter a new  
8 disaster declaration was made due to Severe Storms and Flooding in Cameron, Hidalgo, and Jim Wells  
9 Counties. In response to the loss felt by business closures and loss of incomes, TWC provided Disaster  
10 Unemployment Assistance (DUA) with weekly unemployment benefits to individuals who lost their jobs or  
11 self-employment as a direct result of the disaster.

12 During FY 2019, TWC paid \$41,865.00 in benefits for the Severe Storms and Flooding disaster.

## 13 **Assisting Dislocated Workers – Response and rebuilding after Hurricane Harvey**

14 In late 2017, TWC received \$30 million from the DOL to assist in the cleanup and rebuilding in 42 of the  
15 counties directly affected by Hurricane Harvey. These funds are being utilized to hire temporary  
16 employees to perform cleanup and recovery to allow affected communities to return to full functionality.  
17 Since the grant began, over 3,400 Texans have been supported through this grant through jobs, training,  
18 career services, and supportive services including childcare, transportation, and other needs.

19 TWC seeks to leverage available funding resources such as National Dislocated Worker Grants, formerly  
20 National Emergency Grants, from the U.S. Department of Labor (DOL) to temporarily expand the capacity  
21 to provide workforce services to workers who have been laid off because of a plant closure or other large  
22 dislocation. TWC and Boards have remained in frequent contact throughout the grant period to  
23 determine when additional funds might be needed to continue providing services. Due to the bona fide  
24 need for funds to assist with temporary employment, an additional \$6,000,000 has been requested from  
25 DOL and received by TWC, in addition DOL has approved a period of performance extension through  
26 December 2020 as well as additional time for temporary employment.

## 27 **Trade Affected Workers**

28 Workers adversely affected by increased foreign imports or the global economy's displacement of U.S.  
29 jobs may be eligible for federal Trade Adjustment Assistance (TAA) benefits. In addition to relocation  
30 allowances and support benefits, trade-affected workers receive training and job search assistance to  
31 help them transition into new, long-term employment. After exhausting regular unemployment benefits,  
32 some individuals may be eligible for Trade Readjustment Allowances, Alternative TAA and/or  
33 Reemployment TAA for older workers. During FY 2019, 2,293 workers were potentially TAA eligible and  
34 349 workers applied for TAA services or benefits. An estimated 1,006 workers participated in TAA-  
35 supported training services for occupations such as hairstylist, cosmetologist, heating, air conditioning  
36 and refrigeration mechanic, welders, computer occupations, network and computer systems  
37 administrators and business operations specialists. Of the 1,203 workers who completed TAA services, in  
38 the second quarter after exit, over 72.3 percent entered employment.

1 **Migrant and Seasonal Farm Workers**

2 Outreach programs offered by Workforce Solutions offices across the state help migrant seasonal farm  
3 workers (MSFWs) receive employment services, supportive services, benefits, protection, counseling,  
4 testing and job training referral services. These outreach programs are designed to help MSFWs enhance  
5 their employment potential and increase their self-sustainability. In program year (PY) 2018—July 2018 to  
6 June 2019—these programs assisted a total of 11,645 MSFWs, with TWC and the 28 local workforce  
7 development boards registering a total of 12,677 MSFWs on WorkInTexas.com and Workforce Solutions  
8 staff serving 12,407 MSFWs by providing workforce services such as job referrals and career guidance. PY  
9 2018 is the ninth consecutive year that TWC and Workforce Solutions staff have met all five of the DOL’s  
10 Migrant and Seasonal Farmworkers equity indicators for serving MSFWs at a rate equivalent to or greater  
11 than the general public.

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 2019.

9 **Texas Career Signing Day**

10 FY 2019 marked the first ever Career and Technical Education signing-day. Texas CTE Signing Day  
11 encourages partnerships and articulation agreements between high schools and community/technical  
12 colleges and registered apprenticeship programs. These partnerships allow for college affordability with  
13 an emphasis on preparing students, who are the future workforce of Texas, for promising careers. In  
14 2020, signing day events will be held in March, April and May.

15 **Texas Pathways to Reentry**

16 In FY 2019, The Texas Workforce Commission received a \$1,225,502 grant from the U.S. Department of  
17 Labor (DOL) for the "Texas Pathways to Reentry" project to offer career pathway options for former  
18 offenders in high demand sectors in South Texas using a combination of basic skills, technical skills, and  
19 post-secondary opportunities toward successful employment. The "Texas Pathways to Reentry" project  
20 will serve a minimum of 153 individuals, with a cost per individual not to exceed \$8,000. The beneficiaries  
21 of the grant are current and former offenders living in or returning to Cameron, Hidalgo and Willacy  
22 Counties. Participants will be individually assessed to determine risks, needs, and barriers related to  
23 employment. Case managers will use the assessments together to develop an overall career pathway and  
24 service strategy. Services will also be structured to address the specific barriers identified during the  
25 assessment process.

26 **Camp Code**

27 In FY 2019 Texas Workforce awarded ten grants totaling \$540,012 for Camp Code to focus on increasing  
28 the interest of middle school girls in coding and computer science by providing summer camps. Students  
29 learn problem solving and analytical skills while fostering an interest in science, technology, engineering  
30 and math (STEM) related careers with a focus on computer science. The camps plan to serve  
31 approximately 937 participants.

32 **“Jobs Y’all Your Career. Your Story” Inspires Future Workforce**

33 Through the Tri-Agency Partnership to support our next generation workforce, the “Jobs Y’all: Your  
34 Career. Your Story” campaign originated to raise awareness among Texas youth ages 14-24 of the state’s  
35 fast-growing industry sectors. With participation from employers, industry association representatives,



1 workforce developers, other stakeholders, parents and counselors, the campaign launched a website  
2 featuring eight in-demand industry sectors; career resources including Texas Career Check, Texas Reality  
3 Check, Texas Internship Challenge and Texas OnCourse; and links to industry career information. As of  
4 August 2019, the campaign had generated more than 150 million impressions and more than 1.7 million  
5 views of the public service announcements.

## 6 **Texas Internship Challenge Campaign**

7 The Texas Internship Challenge, featuring TXInternshipChallenge.com, continued in its third year in FY  
8 2019. Students can explore occupations and acquire workplace skills. Employers can promote industry  
9 sector careers and recruit future workforce talent. As of August 2019, the TXInternshipChallenge.com had  
10 featured more than 100,000 internship positions statewide since the website's launch.

## 11 **High School Robotics Initiative**

12 TWC supports youth education programs that prepare students for high-demand careers through its  
13 partnership with after-school robotics programs. Support for hands-on learning activities in robotics  
14 continues to grow as shown by the University Interscholastic League's decision to officially sanction  
15 statewide robotics competitions. These competitions equip students with science, technology,  
16 engineering and math (STEM) applied learning opportunities. TWC sponsors individual teams and events  
17 through the Foundation for Inspiration and Recognition of Science and Technology (FIRST, Boosting  
18 Engineering, Science & Technology (Best) Robotics and the Robotics Education and Competition  
19 Foundation. In FY 2019, TWC supported 439 teams across the state, inspiring 6,241 students to be  
20 leaders in science and technology by engaging them in exciting, mentor-based programs that promote  
21 innovation, build STEM skills and foster well-rounded life skills.

## 22 **Dual-Credit and Career and Technical Education Programs**

23 TWC partners with public community, state and technical colleges under an agreement with Texas  
24 Independent School Districts to expand dual-credit and career and technical education (CTE) programs  
25 through Skills Development Funds. Funds are awarded to support, create and expand dual-credit and CTE  
26 programs that are highly technical in nature, address local demands for high-skill, in-demand and high-  
27 wage industries, and allow high school students to complete college credit hours. These programs  
28 respond to industry demands for skilled workers in technical fields, while helping high school students  
29 prepare for employment or education opportunities. In FY 2019, TWC Commissioners authorized  
30 \$936,228 to support projects to purchase, repair or replace equipment used to support new or existing  
31 dual-credit and CTE programs in Texas schools.

## 32 **Texas Science and Engineering Fair**

33 More than 1,400 middle and high school students came to the 2019 Texas Science and Engineering Fair  
34 (TXSEF) in College Station to showcase their outstanding science, technology, engineering and math  
35 (STEM) projects and compete for awards for the junior and senior divisions in 22 project categories. TWC  
36 has been a proud sponsor of the Texas Science and Engineering fair for 18 years as part of its efforts to  
37 encourage student interest in STEM disciplines. The TXSEF senior division first and second place winners

1 were provided the opportunity to attend and participate in the Governor’s Science and Technology  
2 Champions Academy summer camp hosted by Southern Methodist University (SMU).

### 3 **Governor’s Science and Technology Champions Academy**

4 Sponsored by TWC, the Governor’s Science and Technology Champions Academy is a week-long science,  
5 technology, engineering and math (STEM) hands-on residential summer camp that explores the practical  
6 applications of STEM endeavors and exposes the students to exciting career options that involve high-  
7 tech skills. The senior division first and second place winners from the Texas Science and Engineering Fair  
8 are automatically invited to attend. The summer 2019 camp was hosted by Southern Methodist  
9 University.

### 10 **Governor’s Summer Merit Program**

11 The Governor’s Summer Merit Program works to inspire Texas youth to pursue science, technology,  
12 engineering and math (STEM) related careers. The program introduces students to one or more of six  
13 industry clusters: advanced technologies and manufacturing, aerospace and defense, biotechnology and  
14 life sciences, information and computer technology, and energy. In FY 2019, TWC awarded 16 grants  
15 totaling \$946,905 to Texas universities and community colleges for summer youth camps focusing on  
16 STEM. The grants administered through the program provided over 1,200 scholarships for students  
17 between the ages of 14 and 21 to attend camps. Several of the camps are specifically targeted to  
18 encourage young women and minorities to prepare them for future high-skill, high-demand jobs and  
19 pursue further education and careers in STEM fields.

### 20 **Externship for Teachers Initiative**

21 In FY 2019, TWC awarded \$1,121,824 to 12 local workforce development boards as part of the Externship  
22 for Teachers program, which unites workforce, industry and education representatives to promote an  
23 effective workforce system. During the summer, teachers were assigned to a partner business and  
24 shadowed workers to help them better understand work-based applications of what they teach. This  
25 experience is designed to strengthen the connection between business and education, helping teachers  
26 learn what skills are critical to small and large businesses and promoting lesson plans that demonstrate  
27 how classroom skills are used at work. Externships took place within various industries including the  
28 automotive, engineering, manufacturing, construction, architecture, local government, media, logistics,  
29 energy, nonprofit, financial and health care industries. Workforce Development Boards participating in  
30 the 2019 initiative, include: South Plains, Heart of Texas, Capital Area, Rural Capital, Brazos Valley,  
31 Southeast Texas, Alamo, Coastal Bend, Lower Rio Grande Valley, Texoma, Central Texas and Gulf Coast.

### 32 **Apprenticeship Training Program, Chapter 133**

33 TWC’s Apprenticeship Training Program (Chapter 133) helps prepare and train individuals for highly  
34 skilled jobs and life-long careers in over 1,300 possible trade or craft occupations with competitive wage  
35 opportunities. Providing structured on-the-job learning in emerging industries such as construction,

1 manufacturing, health care, information technology, energy and telecommunications, the program  
2 provides valuable skills, work experience and connects job seekers with employers.

3 Registered Apprenticeship combines on-the-job training under the supervision of experienced journey  
4 workers with related classroom instruction. Most of these training programs last from two to five years,  
5 as determined by industry standards approved by the Department of Labor – Office of Apprenticeship.  
6 Generally, apprentices are full-time, paid employees who earn while they learn.

7 TWC grants funds to local educational agencies and apprenticeship committees to support the costs of  
8 classroom instruction related to apprenticeship training. In FY 2019, with a target of 6,111, TWC was able  
9 to exceed this target and support more than 6,445 individuals in Registered Apprenticeship training  
10 programs. In Fiscal Year FY 2020, TWC received additional funding (\$1.3 million) from the Texas  
11 Legislature with an expectation to increase training to at least 6,650 apprentices in each year of the  
12 biennium, in which TWC expects to exceed the target as it has since FY 2008.

### 13 **ApprenticeshipTexas Expansion Grant**

14 TWC has received over \$2.8 million in a DOL grant award to fund the ApprenticeshipTexas State  
15 Expansion Grant project which has realigned agency services to support expansion and implement  
16 Registered Apprenticeship as a leading talent development strategy. Target industries include Information  
17 Technology, Advanced Manufacturing, Aerospace and Defense, STEM, Finance and Energy. The project  
18 will serve 634 apprentices with a focus on women in apprenticeship, youth, individuals with disabilities,  
19 veterans, Native Americans, and persons of color among others.

20 In July 2019, TWC received a DOL grant award of \$5.4 million to support statewide apprenticeship  
21 expansion efforts from July 2019 – June 2022. Funds will increase, expand, integrate registered  
22 apprenticeship programs (RAPs) with new industries and diversify apprentices. This new opportunity will  
23 continue Texas’ efforts to expand the number of apprentices in registered programs, support and  
24 encourage RAP diversification, and integrate RAPs into state workforce development strategies. RAPs are  
25 a viable career path for youth, adults, and career seekers, especially underrepresented populations, as  
26 well as a valuable workforce development strategy for businesses.

27 TWC works to be an effective steward of the funding and continues to meet or exceed all performance  
28 standards. TWC is on track to meet or exceed its RAP expansion goals. As of August 31, 2019:

- 29
- Number of employers engaged is 441 with a goal of 250;
  - 30 • Number of new apprentices registered is 1,319 with a goal of 1,902; and
  - 31 • Number of underrepresented populations served, specifically women served to 200 with a goal of  
32 60.

33 As part of the Tri-Agency’s recommendation to create stackable program opportunities, in FY 2017, TWC  
34 and THECB collaborated on the establishment of an articulation agreement and crosswalk between  
35 apprenticeship programs in Texas and in-state institutions of higher education, whereby apprenticeship  
36 students will be able to obtain college credit towards an associates degree. The crosswalks provide a

1 more efficient and effective means for community colleges to work with DOL Registered Apprenticeships  
2 in providing college credit or continuing education units once an individual completes the apprenticeship  
3 program. The crosswalks also aid the development of memorandums of understanding between  
4 community colleges and DOL Registered Apprenticeships.

### 5 ***Other Expansion Activities***

6 In FY 2019, TWC approved the Registered Apprenticeship Expansion Board Award to recognize and  
7 reward local workforce Boards for their achievement in developing, implementing and expanding RAPs.  
8 The award honors a local workforce Board that has engaged employers to develop new RAPs or to  
9 expand the occupations of and/or recruit new apprentices to existing RAPs. Workforce Boards are eligible  
10 to receive up to \$100,000 for each workforce area. A maximum of three awards will be distributed  
11 annually through a nomination format. The first three awards will be honored during the Annual TWC  
12 Conference.

### 13 **SPOTLIGHT: Apprenticeships in Nontraditional Workplaces.**

14 FY 2019 saw Registered Apprenticeship training models expand to the advanced technologies and  
15 manufacturing industry with the development of Continental Automotive Systems' Apprenticeship  
16 program for Mechatronics and Robotic Engineers, due to future demands for competencies and  
17 knowledge in positions relating to digital talent and skilled production. Texas also saw new occupations  
18 developed under Adaptive Construction Solution's Program in the Information Technology industry,  
19 specific to Graphic Design and Telecommunications for 5G Networks. Baylor Scott & White signed their  
20 Department of Labor standards to become the first medical assistant apprenticeship program in Texas.

### 21 **Jobs and Education for Texans Grant Program**

22 The Jobs and Education for Texans (JET) grant program was allocated \$10 million for the FY18-19  
23 biennium to defray start-up costs associated with the development of career and technical education  
24 programs to public community, state and technical colleges, and independent school districts (ISDs).  
25 These entities can apply for a JET grant to purchase and install equipment necessary for the development  
26 of career and technical education courses or programs that lead to a license, certificate or post-secondary  
27 degree in a high-demand occupation.

28 In FY 2019, TWC awarded 27 JET grants (12 to colleges and 15 to ISDs) with an average award of  
29 \$209,300. The equipment provided through these funds will be used to train at least 4,663 students for  
30 jobs in high-demand occupations.

### 31 **Texas Workforce Solutions - Vocational Rehabilitation Services**

32 In FY 2019, TWC continued to integrate vocational rehabilitation (VR) staff into Workforce Solutions  
33 offices around the state. To date, more than 600 VR staff have moved into over 60 Texas Workforce  
34 Solutions offices. Through the partnership between TWC's Texas Workforce Solutions-Vocational  
35 Rehabilitation Services and Workforce Solutions offices, job seekers with disabilities have greater access

1 to employment services and employers needing a skilled workforce can realize the benefits of the  
2 customized workforce services, including hiring talented Texans with disabilities, to help fill their  
3 workforce needs.

4 In FY 2019, TWC's VR division provided services to 69,873 Texans with disabilities and 13,577 of those  
5 participants achieved a successful employment outcome. TWC continued its commitment to connect  
6 Texans with disabilities with opportunities to contribute their significant skills and abilities to the  
7 workforce of Texas through implementation of several statewide strategies. These included partnering  
8 with the Texas Governor's Committee on People with Disabilities and Texas Workforce Solutions board  
9 partners for the fourth year of the Texas HireAbility campaign, a statewide effort to raise awareness  
10 about the benefits of hiring people with disabilities and highlighting their contributions to the workforce.  
11 The campaign coincides with October's statewide and National Disability Employment Awareness Month  
12 and features hiring and disability awareness events across the state, as well as online resources for Texas  
13 employers.

14 In addition, TWC, in partnership with the Governor's Committee on People with Disabilities, and Texas  
15 Workforce Solutions-Vocational Rehabilitation Services has established an annual Texas HireAbility Forum  
16 for employers, business leaders, HR professionals, business owners, and anyone who manages employees  
17 to highlighting best practices from business leaders, state agencies, and vocational rehabilitation partners  
18 who share:

- 19 • Keys to recruiting and developing individuals with disabilities
- 20 • Strengthening a culture of inclusivity through leadership
- 21 • Disability awareness
- 22 • Disability employment best practices, resources, and success stories
- 23 • Importance of fair and consistent employee relations
- 24 • How inclusive hiring creates positive company culture and boosts productivity

25 TWC also has worked with the Texas Higher Education Coordinating Board and the Texas Education  
26 Agency on a Tri-Agency Workforce Initiative to support education and workforce goals across the state,  
27 which includes a focus on helping students with disabilities reach their employment goals. In support of a  
28 Tri-Agency goal of expanding career exploration and employment opportunities to Texas youth with  
29 disabilities, TWC continued the Summer Earn and Learn work-based learning program in the summer of  
30 2019. This program is a statewide collaboration with the 28 local workforce development boards and  
31 Texas employers. In FY 2019, 2,868 students with disabilities received paid work experience and work  
32 readiness training through Summer Earn and Learn at 1,329 worksites.

### 33 **Pre-Employment Transition Services**

34 As part of the Vocational Rehabilitation program, Texas Workforce Solutions-Vocational Rehabilitation  
35 Services (TWS-VRS) provides pre-employment transition services (Pre-ETS) to students with disabilities to  
36 help them make a smooth transition from school to postsecondary education or employment. For  
37 students with disabilities, building employment skills, gaining work experience, discovering career

1 preferences and communicating their job accommodation needs, helps to position students for long-term  
2 successful employment. In FY 2019, TWS-VRS provided pre-employment transition services to 29,262  
3 students with disabilities, a 23 percent increase over the numbers served in FY 2018.

4 Pre-employment transition services, such as Summer Earn and Learn, can begin as early as age 14 and  
5 continue through age 22. Services are delivered in five categories as designated through the federal  
6 Workforce Investment and Opportunity Act (WIOA). They are:

- 7 1. Career Exploration
- 8 2. Work-Based Learning
- 9 3. Counseling on Post-Secondary Opportunities
- 10 4. Workplace Readiness, and
- 11 5. Self-Advocacy

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

15 *Explore STEM!* summer camps for students with disabilities is another example of a Pre-ETS program.  
16 *Explore STEM!* camps focus on career exploration activities in science, technology, engineering and/or  
17 math (STEM) fields. The week-long camps, offered by twelve colleges and universities, introduced  
18 students to a variety of STEM fields through hands-on activities and interaction with professionals in  
19 STEM fields. In FY 2019, students completed 257 camps.

## 20 **Independent Living Services for Older Individuals Who Are Blind or Visually Impaired**

21 Living independently allows one to maintain his or her freedom, confidence and daily life. Vision loss  
22 happens frequently as we age and can affect the independent living of older individuals. Some individuals  
23 need minor assistance or guidance to maintain their lifestyle while others need more significant services.

24 TWC's Independent Living Services for Older Individuals Who Are Blind (ILS-OIB) program provides  
25 services needed to help eligible individuals 55 years of age or older who are blind or visually impaired  
26 regain their confidence and live independently. In FY 2019, the ILS-OIB program served 1,964 individuals,  
27 an increase over FY 2018.

28 ILS-OIB services include counseling and evaluations about vision loss; information and referral to  
29 community resources; and independent living skills training which may include training in orientation and  
30 mobility and daily living skills.

## 31 **Business Enterprises of Texas**

32 Business Enterprises of Texas (BET) is a federally sponsored, state-administered program that helps  
33 Texans who are blind or visually impaired to operate food service or food vending businesses. BET trains  
34 individuals for careers and provides employment opportunities on state, federal and private  
35 properties. Approximately 110 managers are currently self-employed through BET, who employ an

1 estimated 1,600 Texans, including over 150 who have disabilities. Referrals to BET are made through the  
2 Vocational Rehabilitation program.

### 3 **SPOTLIGHT: Business Enterprises of Texas expands customer offerings to include** 4 **‘Micro Markets’ concept**

5 In FY 2019, the Business Enterprises of Texas (BET) continued to explore new business models to meet  
6 the evolving demands of today’s customers desiring quick and healthy options. Through partnerships with  
7 Accent Food Services and Mcliff Self Service Markets, BET managers expanded food vending offerings to  
8 include six self-pay Micro Markets, featuring fresh and healthy food options. The micro markets replaced  
9 traditional vending machines in areas with high volume and are open 24/7.

10 Micro markets are located at six locations statewide, including:

#### 11 **Austin**

- 12 • Texas Workforce Commission Main Building
- 13 • LBJ State Office Building
- 14 • Texas Parks and Wildlife Headquarters
- 15 • Texas Attorney General – Child Support Building

#### 16 **Farmers Branch**

- 17 • IRS Branch Office

#### 18 **El Paso**

- 19 • Richard C. White Federal Building

### 20 **Texas HireAbility Campaign and a New “We Hire Ability” Employer Recognition** 21 **Program**

22 Now in its fourth year, our agency’s Texas HireAbility campaign highlights the contributions of people  
23 with disabilities in the workforce and raises awareness about the benefits of hiring people with  
24 disabilities, while also highlighting employers who hire people with disabilities and who are dedicated to  
25 the creation of inclusive workplaces. Held in October during National Disability Employment Awareness  
26 Month, the campaign is a partnership among TWC, TWS-VRS, the Texas Governor’s Committee on People  
27 with Disabilities and Texas Workforce Solutions offices. Texas HireAbility also features an annual employer  
28 forum hosting local employers in different regions of the state and encourages open dialogue about  
29 hiring, recruiting and retaining individuals with disabilities.

30 In Fiscal Year 2019, TWC expanded the Texas HireAbility campaign to include implementation of an  
31 employer recognition program to promote effective practices and share resources available to employers  
32 to recruit, hire, train, and retain qualified individuals with disabilities.

33 This past October, during the Texas HireAbility employer forum in El Paso, TWC debuted the new “We  
34 Hire Ability” decal, which will launch in 2020. The We Hire Ability employer recognition program will

- 1 recognize employers who are creating inclusive workplace cultures and whose workforce includes
- 2 individuals with disabilities in an integrated workplace, and in which they comprise at least 10 percent of
- 3 the employer's Texas-based workforce.



1 **Helping Texas 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, 43,282 veterans and other eligible persons received  
6 employment services in FY 2019. Note: The definition of how services are counted under WIOA is  
7 different than under WIA. TWC also actively recruits veterans to work for the agency. Among the agency’s  
8 4,439 employees, 10.81 percent were veterans.

9 **Texas Veterans Leadership Program**

10 The Texas Veterans Leadership Program (TVLP) is a TWC resource and referral network connecting  
11 returning veterans from the wars in Iraq, Afghanistan, Syria and the Horn of Africa with the resources and  
12 tools they need to lead productive lives and enjoy the full benefits of the society they have willingly  
13 served. TVLP Veterans Resource and Referral Specialists (VRRSs) conduct peer-to-peer outreach to  
14 veterans transitioning to civilian life. Twenty VRRSs are stationed across 28 workforce areas to work  
15 alongside Workforce Solutions Office staff and local TVC staff. Two VRRSs work with the Army Career and  
16 Alumni Program at Fort Bliss and Fort Hood, Texas. Since July 2008, TVLP has contacted 34,210 veterans,  
17 of which services were given to 30,348 veterans of Operations Iraqi Freedom (OIF), Enduring Freedom  
18 (OEF), New Dawn (OND), Freedom Sentinel (OFS), Inherent Resolve (OIR), Resolute Support (ORS) and  
19 Combined Joint Task Force Horn of Africa (CJTF HOA).

20 Although not the primary focus, TVLP also assists non-OEF/OIF/OND/OFS/OIR/ORS/CJTF HOA veterans, if  
21 assistance is requested. The total number of Texas veterans assisted is 31,795.

22 **College Credit for Heroes**

23 With funding provided by TWC, Central Texas College launched [www.CollegeCreditforHeroes.org](http://www.CollegeCreditforHeroes.org) in April  
24 2012. The online portal allowed veterans and service members to request evaluations of credit to be used  
25 at colleges and universities throughout the state. From its launch in 2012 through its closure in FY 2019,  
26 the portal received more than 250,000 visits from more than 115,000 veteran and active-duty account  
27 holders requesting approximately 43,000 evaluations. On August 31, 2019, the portal was closed in  
28 recognition that a majority of colleges and universities have developed local evaluation and credit-award  
29 programs.<sup>[1]</sup>

30 In 2018, TWC began collecting data on awards of credit through the CCH program. This data collection  
31 was the result of the passage of [House Bill \(HB\) 493](#), 85th Texas Legislature, Regular Session (2017), which  
32 directs TWC to include the following in its annual CCH report:

- 33 • “the number of academic or workforce education semester credit hours awarded under the  
34 program and applied toward a degree or certification program at an institution of higher

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<sup>[1]</sup> With the portal’s closure, TWC now maintains a web-based list of participating CCH institutions and assists in connecting veterans and transitioning service members to the school(s) of their choice.

1 education during the most recent academic year, disaggregated by the subject area for which the  
2 credit hours are awarded; and

- 3 • the number of transfer credit hours awarded under the program and applied toward a degree or  
4 certification program at an institution of higher education during the most recent academic  
5 year.”

6 Data gathered for the FY 2019 report indicate that—for the 2017–2018 academic year—a veteran was  
7 awarded an average of 14.3 credit hours by the institution of his or her choice. This average represents a  
8 significant increase over the 2016–2017 academic year in which the average was 3.6 credit hours  
9 awarded per veteran. Data also indicate that the number of credits transferred per veteran increased  
10 from 1.2 to 2.9.

### 11 **Hiring Red, White & You!**

12 Since 2012, TWC has partnered with the Governor’s Office, the Texas Medical Center, Texas Veterans  
13 Commission, and the 28 Workforce Boards to conduct a statewide hiring event that brings employers,  
14 veterans and their spouses together. Over 12,300 job seekers and over 2,100 employers attended the  
15 statewide job fairs in 2018. In seven years, HRWY has connected more than 84,153 job seekers to include  
16 40,575 active duty military, transitioning service members, veterans, spouses along with 14,420  
17 employers and over 2,027 same day hires.

### 18 **Online Resources for Veterans**

19 TWC has several online tools to help service members and veterans transition to civilian life.  
20 TexasSkillsToWork.com helps veterans translate their military experience, training and skills into language  
21 that employers can understand. Veterans provide information about their military experience and  
22 training and receive skills statements that can be used in developing a résumé. The tool also allows  
23 veterans to match their specific skills to job listings in the region and city of their choosing.

### 24 **Texas Operation Welcome Home**

25 On March 7, 2016, Governor Greg Abbott established the Tri-Agency Workforce Initiative to assess local  
26 economic activities, examine workforce challenges and opportunities, and consider innovative  
27 approaches to meeting the state’s workforce goals. Included in the Tri-Agency’s charge was an evaluation  
28 of gaps in services to Texas veterans.

29 The Texas Operation Welcome Home program was developed by the Tri-Agency Workforce Initiative, in  
30 conjunction with 28 Boards, TVC, and military installations that include nine active duty, two reserves,  
31 and one National Guard. The program is designed to better meet the education, training, and  
32 employment needs of transitioning service members, recently separated veterans, and military spouses in  
33 Texas.

1 **TexasOperationWelcomeHome.com**

2 Launched in FY 2017, TexasOperationWelcomeHome.com includes information and web links to several  
3 employment and training initiatives for transitioning service members, recently separated veterans and  
4 military spouses. The web portal also includes information for employers seeking to hire veterans.

5 **Operation Welcome Home Texas Transition Alliance**

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

9 The Welcome Home Texas Transition Alliance stakeholders include the key staff from TWC, TVLP, TVC,  
10 Military Transition Center Managers, Garrison/Base Commanders, employers, employer associations,  
11 designated Boards, and Workforce Solutions Offices.

12 The Welcome Home Texas Transition Alliance has met five times since its inception. One of the best  
13 practices that has been replicated is military installations conducting a needs assessment of transitioning  
14 service members and military spouses. The needs assessment has highlighted the types of training,  
15 certifications, or licensures transitioning service members and military spouses are seeking. The  
16 assessment has also identified gaps in services for the Texas workforce system partners to address use of  
17 resources.

18 **Military Family Support Program**

19 The Military Family Support Pilot Program provides military spouses with enhanced job search assistance,  
20 assessment of skills, labor market information, résumé writing, and interview skills. If funding is available,  
21 military spouses can receive certification or licensure training in targeted occupations.

22 The Military Family Support Pilot Program has been funded for three years, with a \$1 million-dollar  
23 allocation per fiscal year. Currently, there are eight military installations throughout the state that have  
24 signed memoranda of understanding (MOUs) with their respective Local Workforce Development Board  
25 (Board) to participate in the program. The Military Family Support Pilot Program has connected more  
26 than 600 military spouses to local business leaders, peers, and career development support programs.

27 Military Family Support Pilot Program Highlights:

- 28 • Assisted 455 military spouses with career skills and enhanced employment services, including  
29 résumé writing and interviewing techniques
- 30 • Enrolled 115 military spouses in job certification training
- 31 • Connected 112 military spouses to employment
- 32 • Outreached 150 employers to support and hire military spouses

1 **Skills for Transition**

2 The Skills for Transition Program funds the training component of Operation Welcome Home. Funds are  
3 made available through the Skills Development Fund and awarded to local community colleges working in  
4 partnership with local Workforce Solutions Offices and local military installations.

- 5 • Training up to \$2,750 per trainee will be made available to participants deemed eligible for  
6 participation.
- 7 • Training programs shall be for those high-demand and in-demand occupations identified and  
8 verified by the Board.
- 9 • Short-term certificate or licensure attainment is the goal of the program.
- 10 • Funding can be used to pay for certification exams for participants who successfully complete  
11 training or have acquired the necessary knowledge and skills, through military experience, for  
12 these certifications.

13 As of June 2019, there have been more than 290 transitioning service members who have enrolled in the  
14 Skills for Transition Program. Based on the information provided by employers and institutions of higher  
15 education, the list provided below shows the majority of the transitioning service members are using the  
16 Skills to Transition Program to earn certifications in high-demand career occupations.

- 17 • Heavy Equipment Operator
- 18 • Computer Network Support Specialist
- 19 • Network Computer Systems Administrator
- 20 • Project Management Professional
- 21 • Lean Six Sigma Practitioner
- 22 • Automotive Body and Repair Technician
- 23 • Automotive Service Technician
- 24 • Emergency Medical Technician
- 25 • Law Enforcement Officer
- 26 • Heating, AC, and Refrigeration Mechanics and Installer
- 27 • Welder, Cutter, Solder, and Brazer
- 28 • Human Resource Specialist
- 29 • Registered Nurse
- 30 • Electrician
- 31 • Pharmacy Technician
- 32 • Management Analyst

1 **We Hire Vets Program**

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

7 We Hire Vets, sponsored by TWC and TVC, has issued 475 We Hire Vets decals and letters to Texas  
8 employers. The Commissioner Representing Employers recognizes employers at local Texas Business  
9 Conferences throughout the state who participate in the We Hire Vets program. Several We Hire Vets  
10 ceremonies have been conducted in cities across the state, including El Paso, Killeen, and Houston.

11 **Veterans Workforce Outreach Initiative**

12 TWC conducted a competitive procurement to solicit applications for the provision of services to hard-to-  
13 serve veterans who have one or more barriers to employment, such as homelessness; a history of  
14 substance abuse; physical, mental, or learning disabilities; post-traumatic stress disorder; ex-offender  
15 status; or recent discharge from military duty. One grantee, American GI Forum, was awarded WIOA  
16 statewide funds and then implemented the program in San Antonio, Houston, the Dallas/Fort-Worth  
17 metro area, and El Paso, Texas.

18 The Veterans Workforce Outreach Initiative is designed to:

- 19 • outreach to hard-to-serve veterans who are not currently being served through Workforce  
20 Solutions Offices;  
21 • address employment barriers faced by hard-to-serve veterans; and  
22 • reintegrate hard-to-serve veterans into meaningful employment.

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

- 26 • assessments;  
27 • job development and job placement;  
28 • individual case management services, including guidance, encouragement, and resources; and  
29 • support services such as transportation; rent and utility assistance; mental health assistance,  
30 including clinical counseling; wheelchairs, crutches, and medical beds; food assistance; and  
31 financial assistance.

32 For the grant period March 1, 2018, through February 28, 2019, the project provided 816 veterans with  
33 assessment and case management services, with 258 of those being placed into employment. The current  
34 grant runs from March 1, 2019, through February 28, 2020.

## 1 **Assisting Targeted Populations**

### 2 **Foster Youth and Transitioning Adults**

3 TWC continues its strong commitment to helping foster youth gain valuable opportunities and support  
4 services by subsidizing transition centers that serve both current and former foster youth, ages 14 to 25.  
5 Transition centers offer these at-risk young Texans life-skills classes, mentoring opportunities and support  
6 services through an all-in-one assistance system. These services help foster youth successfully transition  
7 into the adult world by allowing them to build skills for self-sufficiency and independence, equipping  
8 them with a network of support, and helping them prepare for education and employment opportunities.  
9 The Texas Department of Family and Protective Services' Preparation for Adult Living program provides  
10 the youth in these transition centers with case management services, and financial support.

11 In addition, a new Foster Youth Dropout Recovery and High School Completion pilot program was added  
12 in FY17. The program supports four pilot programs to identify and assist current foster youth who are in  
13 high school, but lack sufficient credits to graduate, or youth formerly in foster care that are out of school  
14 to gain a high school diploma or its equivalent and obtain high-demand skills certifications. The pilots will  
15 also offer these youths, aged 16 to 25 internships and applied learning opportunities including support  
16 services that help them understand how to apply and receive financial support toward college tuition,  
17 educational fees and other financial support for additional postsecondary education and training.

### 18 **Temporary Assistance for Needy Families:**

#### 19 **Choices Employment Assistance Program**

20 "Choices" is Texas' Temporary Assistance for Needy Families (TANF) Employment and Training Program  
21 that helps those in need transition from welfare to work through structured job search and work  
22 readiness activities. The program operates under a work first service model with the goal of its  
23 participants securing unsubsidized employment at the earliest opportunity, while receiving temporary  
24 cash assistance. Workforce Solutions staff provides job referrals and job search assistance using the  
25 WorkInTexas.com job matching networking system.

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

- 30 • Government assistance is temporary
- 31 • Texans are responsible for the support of themselves and their families
- 32 • Employment is the goal

1 During FY 2019, 18,964 individuals received employment services through TWC’s TANF Choices program.

## 2 **Supplemental Nutrition Assistance Program Benefits**

3 Supplemental Nutritional Assistance Program (SNAP) benefits are designed to help recipients obtain  
4 regular employment and reduce their dependency on public assistance.

5 During FY 2019, more than 30,000 individuals eligible for SNAP benefits participated in the TWC’s SNAP  
6 Employment and Training program, receiving employment services through local Workforce Solutions  
7 offices and contractors, including assistance with job searches, vocational education and training,  
8 transportation, and dependent care needs.

## 9 **Noncustodial Parent Choices Program**

10 The Noncustodial Parent (NCP) Choices Program is a collaboration between TWC, the Texas Office of the  
11 Attorney General, local workforce development boards and family court judges. The program targets  
12 workforce assistance to unemployed or underemployed NCPs who are behind on their child support  
13 payments and whose children are current or former recipients of public assistance. In FY 2019, more than  
14 3,500 Texas parents received assistance from the NCP Choices program, and \$2.94 million in child  
15 support payments was collected from NCPs enrolled during the year. The program currently operates in  
16 21 local workforce board areas. To date, more than 42,000 NCPs have been ordered into the program  
17 and more than \$447 million has been collected in child support since 2005.

# 1 Ensuring Program Integrity, Efficiency and Compliance

## 2 Career Schools and Colleges

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

7 TWC performs its regulatory functions by monitoring career schools' compliance with state law, including  
8 their ability to meet criteria regarding faculty qualifications, quality of facilities, class size, student  
9 completion rates, student employment rates and more. TWC is also charged with investigating complaints  
10 filed by students and unlicensed school reports. It also provides assistance to students who are negatively  
11 affected by sudden or 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, 2019 the Career Schools and Colleges program actively regulates 591 schools.

## 16 Regulatory Integrity and Fraud 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. Programs include unemployment insurance benefits and tax, vocational  
20 rehabilitation goods and services, subsidized child care benefits, grants under the Skills Development and  
21 Self-Sufficiency Funds, and all other workforce development programs under the jurisdiction of TWC's  
22 Workforce Solutions Division.

23 As technology's pace continues to rapidly evolve, TWC has continued to make it a top priority to further  
24 enhance technology efforts to combat Unemployment Insurance (UI) identity theft (IDT) fraudulent  
25 claims. Identify theft in the state's unemployment program was becoming large in scope and  
26 sophistication. Since 2014, TWC has leveraged data analytics technology to prevent ID theft in the UI  
27 system. In FY 2019, TWC employed an in-house developed machine learning/artificial intelligence tool  
28 enabling TWC to prevent paying over \$15.7 million on over 2,900 fraudulent UI ID theft claims. This  
29 enhancement further increased the speed and accuracy of detecting UI identity theft claims, minimizing  
30 losses to the Texas UI Trust Fund, avoiding employer mischarging, and preventing Texas wage earners  
31 from becoming victims of UI identity theft.

## 32 Rapid Process Improvement Initiatives

33 TWC continues to better serve Texas by doing more—more efficiently and effectively—with less effort by  
34 applying Rapid Process Improvement (RPI) methods across the agency's business areas. Using Integrated  
35 Theory of Constraints and Lean Six Sigma principles, the agency has continued to increase work output  
36 and quality. With more than 41 projects completed and staff throughout the agency trained as RPI



1 Practitioners, the agency is accomplishing its mission by bringing products and services to customers  
2 better, faster, cheaper and with even higher quality and value.

### 3 **Office of Internal Audit**

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

### 8 **Tax Department Misclassification of Workers**

9 TWC's Tax Department actively works with Texas businesses to reduce the impact of worker  
10 misclassification as independent contractors or contract labor. Worker misclassification can result in  
11 higher taxes for employers who properly classify their workers and can negatively impact misclassified  
12 workers. The Tax Department finds worker misclassification when conducting employer tax audits and  
13 investigations and when processing complaints and unemployment claims for unreported workers.

14 In calendar year 2018, TWC investigations identified more than 51,500 misclassified workers and over  
15 \$957 million in unreported misclassified wages. The occupational fields with the majority of misclassified  
16 workers included: health care and social assistance, administrative and support, waste management and  
17 remediation services, construction, accommodation and food services, and retail trade.

18 For information to help employers properly classify workers, visit  
19 [texasworkforce.org/news/eft/ics\\_contract\\_labor.html](https://texasworkforce.org/news/eft/ics_contract_labor.html).

# 1 Local Workforce Development Boards

## ALAMO

Board Expenditures: \$93,148,448\*  
 Number of Workforce Solutions Offices: 17  
 210-272-3260  
[www.workforcesolutionsalamo.org](http://www.workforcesolutionsalamo.org)

## BORDERPLEX

Board Expenditures: \$43,581,038\*  
 Number of Workforce Solutions Offices: 12  
 915-887-2600  
[www.borderplexjobs.com](http://www.borderplexjobs.com)

## BRAZOS VALLEY

Board Expenditures: \$13,190,848\*  
 Number of Workforce Solutions Offices: 7  
 979-595-2800  
[www.bvjobs.org](http://www.bvjobs.org)

## CAMERON

Board Expenditures: \$26,930,765\*  
 Number of Workforce Solutions Offices: 5  
 956-548-6700  
[www.wfscameron.org](http://www.wfscameron.org)

## CAPITAL AREA

Board Expenditures: \$38,133,523\*  
 Number of Workforce Solutions Offices: 4  
 512-597-7100  
[www.wfscapitalarea.com](http://www.wfscapitalarea.com)

## CENTRAL TEXAS

Board Expenditures: \$22,671,815\*  
 Number of Workforce Solutions Offices: 7  
 254-939-3771  
[www.workforcelink.com](http://www.workforcelink.com)

## COASTAL BEND

Board Expenditures: \$30,182,910\*  
 Number of Workforce Solutions Offices: 7  
 361-885-3016  
[www.workforcesolutionscb.org](http://www.workforcesolutionscb.org)

## CONCHO VALLEY

Board Expenditures: \$6,553,015\*  
 Number of Workforce Solutions Offices: 1  
 325-653-2321  
[www.cvworkforce.org](http://www.cvworkforce.org)

## DEEP EAST TEXAS

Board Expenditures: \$16,964,705\*  
 Number of Workforce Solutions Offices: 6  
 936-639-8898  
[www.detwork.org](http://www.detwork.org)

## EAST TEXAS

Board Expenditures: \$33,523,481\*  
 Number of Workforce Solutions Offices: 8  
 903-984-8641  
[www.easttexasworkforce.org](http://www.easttexasworkforce.org)

## GOLDEN CRESCENT

Board Expenditures: \$9,271,160\*  
 Number of Workforce Solutions Offices: 8  
 361-576-5872

[www.gcworkforce.org](http://www.gcworkforce.org)

## GREATER DALLAS

Board Expenditures: \$121,548,562\*  
 Number of Workforce Solutions Offices: 8  
 214-290-1000  
[www.wfsdallas.com](http://www.wfsdallas.com)

## GULF COAST

Board Expenditures: \$282,508,541\*  
 Number of Workforce Solutions Offices: 38  
 713-627-3200; 888-469-5627  
[www.wrksolutions.com](http://www.wrksolutions.com)

## HEART OF TEXAS

Board Expenditures: \$14,937,298\*  
 Number of Workforce Solutions Offices: 4  
 254-296-5300  
[www.hotworkforce.com](http://www.hotworkforce.com)

## LOWER RIO GRANDE VALLEY

Board Expenditures: \$60,944,638\*  
 Number of Workforce Solutions Offices: 6  
 956-928-5000  
[www.wfsolutions.org](http://www.wfsolutions.org)

## MIDDLE RIO GRANDE

Board Expenditures: \$9,083,982  
 Number of Workforce Solutions Offices: 6  
 830-591-0141  
[www.mrgwb.org](http://www.mrgwb.org)

## NORTH CENTRAL TEXAS

Board Expenditures: \$69,048,718\*  
 Number of Workforce Solutions Offices: 15  
 817-695-9184  
[www.dfwjobs.com](http://www.dfwjobs.com)

## NORTH TEXAS

Board Expenditures: \$7,757,852  
 Number of Workforce Solutions Offices: 4  
 940-767-1432  
[www.ntxworksolutions.org](http://www.ntxworksolutions.org)

## NORTHEAST TEXAS

Board Expenditures: \$13,783,248\*  
 Number of Workforce Solutions Offices: 7  
 903-794-9490  
[www.netxworkforce.org](http://www.netxworkforce.org)

## PANHANDLE

Board Expenditures: \$16,967,003\*  
 Number of Workforce Solutions Offices: 3  
 806-372-3381  
[www.wspanhandle.com](http://www.wspanhandle.com)

## PERMIAN BASIN

Board Expenditures: \$14,642,521\*  
 Number of Workforce Solutions Offices: 5  
 432-563-5239  
[www.workforcepb.org](http://www.workforcepb.org)

## RURAL CAPITAL AREA

Board Expenditures: \$28,153,624\*  
 Number of Workforce Solutions Offices: 8

512-244-7966  
[www.workforcesolutionsrca.com](http://www.workforcesolutionsrca.com)

## SOUTH PLAINS

Board Expenditures: \$18,784,588\*  
 Number of Workforce Solutions Offices: 5  
 806-744-1987  
[www.workforcesouthplains.org](http://www.workforcesouthplains.org)

## SOUTH TEXAS

Board Expenditures: \$17,342,820\*  
 Number of Workforce Solutions Offices: 21  
 956-722-3973  
[www.southtexasworkforce.org](http://www.southtexasworkforce.org)

## SOUTHEAST TEXAS

Board Expenditures: \$19,684,283\*  
 Number of Workforce Solutions Offices: 4  
 409-719-4750  
[www.setworks.org](http://www.setworks.org)

## TARRANT COUNTY

Board Expenditures: \$72,601,652\*  
 Number of Workforce Solutions Offices: 6  
 817-413-4400  
[www.workforcesolutions.net](http://www.workforcesolutions.net)

## TEXOMA

Board Expenditures: \$7,936,647\*  
 Number of Workforce Solutions Offices: 3  
 903-957-7408  
[www.workforcesolutionstexoma.com](http://www.workforcesolutionstexoma.com)

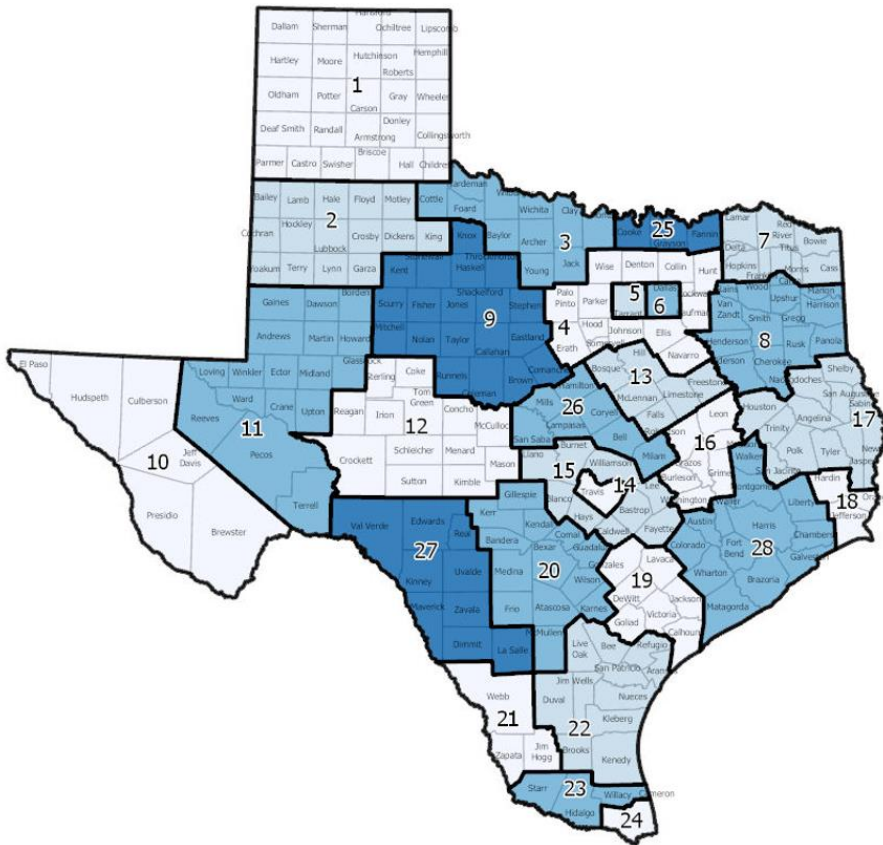
## WEST CENTRAL TEXAS

Board Expenditures: \$13,315,585\*  
 Number of Workforce Solutions Offices: 4  
 325-795-4200; 800-457-5633  
[www.workforcesystem.org](http://www.workforcesystem.org)

**\*American Recovery and Reinvestment Act funding allocations not included**

# 1 Local Workforce Development Boards Map

- |                   |                     |                             |
|-------------------|---------------------|-----------------------------|
| 1. Panhandle      | 10. Borderplex      | 20. Alamo                   |
| 2. South Plains   | 11. Permian Basin   | 21. South Texas             |
| 3. North Texas    | 12. Concho Valley   | 22. Coastal Bend            |
| 4. North Central  | 13. Heart of Texas  | 23. Lower Rio Grande Valley |
| 5. Tarrant County | 14. Capital Area    | 24. Cameron County          |
| 6. Dallas         | 15. Rural Capital   | 25. Texoma                  |
| 7. Northeast      | 16. Brazos Valley   | 26. Central Texas           |
| 8. East Texas     | 17. Deep East Texas | 27. Middle Rio Grande       |
| 9. West Central   | 18. Southeast Texas | 28. Gulf Coast              |
|                   | 19. Golden Crescent |                             |



1

## 1 Finding Workforce Solutions for Texas Communities

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

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

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

19 In FY 2019 Workforce Solutions boards continued to address the needs of their communities. During the  
20 year, local workforce development boards continued to:

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

- 1 • Organize and serve on collaborative teams with local leaders and industry representatives
  - 2 • Promote in-demand careers to students and job seekers
  - 3 • Develop educational programs to promote literacy, financial wisdom and to provide tax
  - 4 preparation assistance
  - 5 • Offer soft skills training and networking opportunities for job seekers to help them prepare for
  - 6 and find employment
  - 7 • Provide rapid response services to quickly assist workers affected by mass layoffs
  - 8 • Help place job seekers with disabilities in competitive jobs
- 9 These are just some of the many ways that the Workforce Solutions network served the workforce people  
10 of Texas.

## 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 status  
13 (presence of a child under age 18 living with parents or legal custodians, person securing custody of  
14 children under 18 or a pregnant woman).

## 1 Collaboration with Other State Agencies

### 2 Texas Department of Criminal Justice

3 TWC coordinates with the Texas Department of Criminal Justice and uses incarceration data to perform  
4 cross-matches to determine cases of incarcerated claimants who may be ineligible to receive  
5 unemployment insurance benefits. This process is critical because the early detection helps reduce the  
6 improper payments in the unemployment insurance program.

### 7 Texas Education Agency and Texas Higher Education Coordinating Board

8 TWC is proud to partner with the Texas Education Agency (TEA) and Texas Higher Education Coordinating  
9 Board (THECB) to ensure student outcomes are aligned with job skills needed by employers. TWC assists  
10 with this by sharing labor market and career information and providing online tools. TWC, along with TEA  
11 and THECB also participated in the Governor's Tri-Agency Workforce Initiative to assess economic activity,  
12 examine workforce challenges and opportunities and consider innovative approaches to meeting the  
13 state's education and workforce goals. For the 60x30TX Higher Education Plan, the agencies are working  
14 together to meet the goal of having 60 percent of Texans ages 25 to 34 achieve an industry-recognized  
15 certificate or postsecondary degree by 2030 through integrated training and adult education  
16 opportunities, while ensuring these Texans graduate with manageable debt. The agencies also partner for  
17 the Accelerate Texas initiative to help adult students acquire basic skills and progress on a pathway  
18 toward a high-demand occupation.

### 19 Texas State Technical College, Texas Engineering Extension Service and Public 20 Community Colleges

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

### 26 Texas Office of the Attorney General

27 TWC coordinates with the Texas Office of the Attorney General (OAG) to use information from OAG's  
28 New Hire database to cross-match hiring information on unemployment insurance claimants to reduce  
29 overpayment of benefits, recover past overpayments and facilitate the payment of child support. In FY  
30 19, TWC conducted 25,295 new hire investigations and established \$11,072,792 in overpayments; the  
31 national new hire overpayment was \$3,501,753, and the state new hire overpayment was \$7,571,039.

32 TWC and OAG also collaborate with child support courts to provide job-placement assistance for  
33 noncustodial parents so they can pay child support.

34 In addition, TWC partners with OAG to support its Texas Human Trafficking Prevention Task Force, which  
35 includes representatives of local law enforcement agencies, prosecutors and nongovernmental agencies.

1 The task force assists with the identification, investigation and prosecution of human trafficking statewide  
2 with the goal of preventing human trafficking in Texas.

3 In our commitment to support the mission of the task force, TWC continues human trafficking awareness  
4 training started in 2016 for staff at the state’s Local Workforce Development Boards in areas that serve  
5 significant numbers of migrant and seasonal farm workers (MSFW). During FY18, four training events  
6 were held for local workforce staff, including the MSFW outreach workers who were trained on how to  
7 identify potential victims of human trafficking.

### 8 **Texas Department of Family and Protective Services**

9 TWC works with the Texas Department of Family and Protective Services (DFPS) to provide child care  
10 services to children in foster care or in the custody of Child Protective Services. Texas Health and Human  
11 Services’ Child Care Licensing monitors child care facilities across Texas to ensure that children receiving  
12 subsidized childcare from TWC are in a safe and high-quality environment.

### 13 **Texas Veterans Commission**

14 The Texas Veterans Commission (TVC) Employment Services Program also provides approximately 156  
15 Veterans Employment Representatives located in 75 Workforce Solution Offices across the state. TWC,  
16 TVC, and the 28 Boards work collaboratively to coordinate and deliver employment and other supportive  
17 services to all veteran job seekers and their families.

### 18 **Texas Workforce Investment Council**

19 As a member of the Governor’s Texas Workforce Investment Council (TWIC), TWC assists to: develop  
20 statewide workforce strategies and goals by way of the Texas Strategic Plan for the Workforce System;  
21 recommend local workforce development board plans and modifications to the Governor for  
22 consideration; recommend the state WIOA plan and modifications to the Governor for consideration; and  
23 consider and recommend to the Governor any request for redesignation of a local workforce area. TWIC  
24 is charged with assisting the Governor and the Texas Legislature with strategic planning for and  
25 evaluation of the Texas workforce development system to promote the development of a well-educated  
26 and highly skilled workforce for the state. In collaboration with its eight state agency partners-including  
27 TWC-TWIC leads the development of a single plan for the state’s workforce development system to  
28 bridge service or program gaps, reduce duplication, and focus greater emphasis on key programs,  
29 services, or populations.

30 In FY 2019, TWC and the Office of Commissioner Representing Employers continued to collaborate with  
31 TWIC to identify and fund strategic opportunities to advance the skills of the Texas workforce. Local  
32 workforce boards continued to implement innovative work-based learning internship models under the  
33 Texas Talent Connection program. The Texas Talent Connection middle-skill STEM internships will provide  
34 critical training for good-paying and in-demand positions such as medical technicians, network support  
35 specialists, engineering technicians, quality control technicians, welders and more. Also, in FY 2019, TWIC  
36 and the agency and office worked with local workforce boards to identify new and innovative training



1 models for upskilling incumbent workers to advanced jobs with an industry, as well as into a job in a  
2 different industry.

### 3 **Texas Department of Housing and Community Affairs**

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

### 9 **Texas Health and Human Services Commission**

10 TWC continues to collaborate with the Health and Human Services Commission (HHSC) to collocate  
11 vocational rehabilitation (VR) offices from the former Texas Department of Assistive and Rehabilitative  
12 Services (DARS) to Local Workforce Development Boards. Co-location of VR staff into one general services  
13 office or within statewide local workforce centers, known as Workforce Solutions offices, will allow for  
14 shared resources.

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

## 1 Unemployment Compensation Trust Fund

State of Texas Unemployment Compensation Fund For Years Ending August 31, 2015 through August 31, 2019					
	<i>Amounts in Millions</i>				
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
<b>Total Net Position at September 1st</b>	<b>\$1,213.7</b>	<b>\$1,478.2</b>	<b>\$982.5</b>	<b>\$1,430.4</b>	<b>\$1,864.4</b>
<b>Revenues:</b>					
Unemployment Taxes	2,146.7	2,044.4	2,482.2	2,410.2	2,293.0
Federal Revenues <sup>2</sup>	99.9	91.5	83.6	83.5	56.6
Contributions from Directly Reimbursing Employers	78.6	65.3	62.1	78.8	55.9
Reimbursement for Out-of-State Claimants	89.0	92.6	88.3	76.1	80.4
Obligation Assessment <sup>4</sup>	349.7	325.3	205.7	-	-
Interest Income	43.3	31.0	21.8	28.7	44.3
<b>Total Revenues</b>	<b>\$2,807.2</b>	<b>\$2,650.1</b>	<b>\$2,943.7</b>	<b>\$2,677.3</b>	<b>\$ 2,530.2</b>
<b>Expenditures:</b>					
State Unemployment Benefits	(2,475.8)	(3,049.7)	\$(2,599.4)	(2,159.8)	(2,016.0)
Federal Unemployment Benefits <sup>2</sup>					
Benefits Paid to Former Federal Employees and Individuals Affected by Trade Agreements/Natural Disasters <sup>3</sup>	(99.8)	(91.6)	(83.6)	(83.5)	(56.6)
Interest Expenses <sup>3</sup>	(9.9)	(4.5)	(1.9)	-	-
<b>Total Expenditures</b>	<b>(2,585.5)</b>	<b>(3,145.8)</b>	<b>(2,684.9)</b>	<b>(2,243.3)</b>	<b>(2,072.6)</b>

<b>Transfers:</b>					
Employment and Training Investment Assessment	42.8	-	189.1	-	-
<b>Net Transfers</b>	<b>42.8</b>	<b>-</b>	<b>189.1</b>	<b>-</b>	<b>-</b>
<b>Total Net Position at August 31st</b>	<b>\$1,478.2</b>	<b>\$982.5</b>	<b>\$1,430.4</b>	<b>\$1,864.4</b>	<b>\$2,322.0</b>
<b>Net Position Restricted For:</b>					
Unemployment Trust Fund	2,003.8	1,187.0	1,430.4	1,864.4	2,322.0
Debt Retirement for Unemployment Revenue Bonds	(525.6)	(204.5)	-	-	-
<b>Total Net Position at August 31st, as above</b>	<b>\$1,478.2</b>	<b>\$982.5</b>	<b>\$1,430.4</b>	<b>\$1,864.4</b>	<b>\$2,322.0</b>

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

4 <sup>2</sup>The federal government reimburses the amount of unemployment benefits paid to former federal  
5 employees, including ex-military personnel, and for unemployment benefits paid to individuals losing  
6 their job as a result of a trade agreement or a natural disaster.

7 <sup>3</sup>Interest expense is for unemployment revenue bonds. The Commission issued \$2.1 billion in revenue  
8 bonds in November and December of 2010. The proceeds from the 2010 revenue bonds were used to  
9 pay off the Title XII federal advances received from the U.S. Treasury as well as to provide working capital  
10 for the unemployment trust fund. The Commission took advantage of lower interest rates in May 2014  
11 to partially refund 2010 revenue bonds with 2014 refunding revenue bonds. The 2014 bond refunding  
12 achieved an economic gain of \$24.1 million.

13 <sup>4</sup> The Obligation Assessment Tax was no longer assessed after FY 2017 since the Revenue Bonds have  
14 been retired.

1 **CRD Appendix 1: Statewide Agencies New Hires and Workforce**  
 2 **Summary**

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

5 **Statewide Agency Reporting Group New Hires for September 1, 2018 – August 31,**  
 6 **2019**

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	1,889	224	257	1,002	674
C	ADMINISTRATIVE SUPPORT	12,201	2,190	4,298	9,173	1,398
M	SERVICE/MAINTENANCE	3,306	835	1,043	1,545	865
P	PROFESSIONALS	32,213	3,709	5,569	18,546	10,175
Q	PARA-PROFESSIONAL	6,543	2,764	1,800	4,535	616
R	PROTECTIVE SERVICES	11,360	4,646	2,766	5,865	2,225
S	SKILLED/CRAFT	1,557	113	409	101	967
T	TECHNICIANS	10,668	2,146	2,763	6,871	2,379
	<b>TOTALS</b>	<b>79,737</b>	<b>16,627</b>	<b>18,905</b>	<b>47,638</b>	<b>19,299</b>

7 **Statewide Agency Reporting Group Workforce for September 1, 2018 – August 31,**  
 8 **2019**

Code	JOB CATEGORY	Total Number of Employees	Total Number of African Americans	Total Number of Hispanic Americans	Total Number of Females	Total Number of Other
A	OFFICIALS/ADMINISTRATORS	23,133	2,678	3,644	12,652	8,004
C	ADMINISTRATIVE SUPPORT	47,473	8,741	16,041	38,704	4,278
M	SERVICE/MAINTENANCE	14,560	3,515	5,256	6,516	3,715
P	PROFESSIONALS	181,500	20,446	30,300	103,338	59,841
Q	PARA-PROFESSIONAL	21,819	8,156	6,328	15,769	2,064
R	PROTECTIVE SERVICES	53,303	19,015	13,233	25,170	12,682
S	SKILLED/CRAFT	10,453	871	2,837	783	6,233
T	TECHNICIANS	42,830	8,119	11,354	26,253	10,454
	<b>TOTALS</b>	<b>395,071</b>	<b>71,541</b>	<b>88,993</b>	<b>229,185</b>	<b>107,271</b>

9 *Data from the Comptroller of Public Accounts*

10

1 **Civil Rights Division Appendix 2: Employment Discrimination**  
 2 **Complaints**

3 The following table illustrates the basis of employment complaints received both statewide and by CRD in  
 4 FY 2019. Both by CRD and Statewide, retaliation was the most common basis for employment complaints  
 5 in FY 2018 and FY 2019. In FY 2019, the number of complaints filed statewide decreased from 11,476 to  
 6 7,480. For CRD there was a slight decrease in complaints filed from 1,381 to 1,324.

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

Civil Rights Division			Statewide		
Basis	#	%	Basis	#	%
Retaliation	572	43%	Retaliation	4,177	56%
Sex	460	35%	Sex	2,413	32%
Race	448	34%	Race	2,315	31%
National origin	400	30%	National origin	836	11%
Disability	404	31%	Disability	2,337	31%
Age	406	31%	Age	1,627	22%
Color	404	31%	Color	381	5%
Religion	39	3%	Religion	231	3%
Genetic information	0	0%	Genetic information	19	0%
<b>Total Filed*</b>	<b>1,324</b>	<b>--</b>	<b>Total Filed*</b>	<b>7,480</b>	<b>--</b>

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

- 1 Tables 2 and 3 illustrate the issues received and types of closures by CRD and statewide in FY 2019.
- 2 Discharge and harassment were the most common issues for employment discrimination complaints filed
- 3 with CRD and Statewide.

4 **Table 2. CRD and Statewide Employment Complaints – Filed by Issue**

Civil Rights Division			Statewide		
Issue	#	%	Issue	#	%
Discharge	867	75%	Discharge	4,634	63%
Harassment	652	56%	Harassment	1,761	24%
Terms and Conditions	418	36%	Terms and Conditions	1,653	22%
Discipline	189	16%	Discipline	927	13%
Other	3	0%	Other	79	1%
Wages	196	17%	Wages	422	5%
Reasonable Accommodation	246	21%	Reasonable Accommodation	943	13%
Sexual Harassment	181	16%	Sexual Harassment	737	10%
Suspension	75	6%	Suspension	190	3%
Demotion	73	6%	Demotion	268	4%
Constructive Discharge	129	11%	Constructive Discharge	640	9%
Promotion	96	8%	Promotion	364	5%
Hiring	84	7%	Hiring	326	4%
Training	55	5%	Training	61	1%
Layoff	33	3%	Layoff	126	2%
<b>Total</b>	<b>1,155</b>	<b>--</b>	<b>Total</b>	<b>7,394</b>	<b>--</b>

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

1 Table 3 illustrates the most common type of closure for employment cases closed by CRD no reasonable  
 2 cause for discrimination. In FY 2019, CRD closed 1,155 employment complaint investigations, as  
 3 compared with 977 in FY 2018 and 795 in FY 2017.

4 **Table 3. Closed CRD and Statewide Employment Complaints by Type of Closure**

Civil Rights Division			Statewide		
Type	#	%	Type	#	%
Administrative Closures	423	18%	Administrative Closures	1,225	16%
No Cause Finding	442	56%	No Cause Finding	5,465	68%
Settlement	99	11%	Settlement	268	6%
Withdrawal w/ Benefits	191	15%	Withdrawal w/ Benefits	829	9%
Successful Conciliation	0	0%	Successful Conciliation	80	1%
Unsuccessful Conciliation	0	0%	Unsuccessful Conciliation	67	1%
<b>Total</b>	<b>1,155</b>	<b>--</b>	<b>Total</b>	<b>7,934</b>	<b>--</b>
Cause Finding	0	--	Cause Finding		--

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

1 **Civil Rights Division Appendix 3: Housing Discrimination**  
 2 **Complaints**

3 The following table demonstrates the basis of housing complaints received both by CRD and statewide. In  
 4 FY 2019, as in the past three fiscal years, disability, followed by race, were the most common bases of  
 5 housing complaints filed with CRD and statewide. The number of cases received and processed is  
 6 trending downward. The number of complaints CRD received in reduced from 439 in FY 2018 to 169 in FY  
 7 2019.

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

Civil Rights Division			Statewide		
Basis	#	%	Basis	#	%
Disability	111	65%	Disability	199	61%
Race	38	22.5%	Race	88	27%
National origin	9	5%	National origin	21	6%
Sex	15	8%	Sex	30	9%
Retaliation	5	3%	Retaliation	17	5%
Familial Status	13	8%	Familial Status	21	6%
Color	0	0%	Color	0	0%
Religion	0	0%	Religion	1	<1%
<b>Total Filed*</b>	<b>169</b>	<b>--</b>	<b>Total Filed*</b>	<b>326</b>	<b>--</b>

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



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

Civil Rights Division			Statewide		
Issue	#	%	Issue	#	%
Discriminatory terms, conditions, privileges, or services and facilities	161	95%	Discriminatory terms, conditions, privileges, or services and facilities	315	93%
Discriminatory refusal to rent	63	37%	Discriminatory refusal to rent	126	37%
Failure to make reasonable accommodation	90	53%	Failure to make reasonable accommodation	156	46%
Discriminatory acts under Section 818 (coercion, Etc.)	43	25%	Discriminatory acts under Section 818 (coercion, Etc.)	88	26%
Discriminatory advertising, statements and notices	9	5%	Discriminatory advertising, statements and notices	24	7%
Otherwise deny or make housing unavailable	3	2%	Otherwise deny or make housing unavailable	5	1%
False denial or representation of availability	2	1%	False denial or representation of availability	4	1%
Failure to permit reasonable modification	8	5%	Failure to permit reasonable modification	15	4%
Discriminatory refusal to sell	4	2%	Discriminatory refusal to sell	4	1%
Other discriminatory acts	6	4%	Other discriminatory acts	7	2%
Discriminatory financing (includes real estate transactions)	2	1%	Discriminatory financing (includes real estate transactions)	1	1%
Non-compliance with design and construction requirements (handicap)	1	1%	Non-compliance with design and construction requirements (handicap)	1	1%
Steering	3	2%	Steering	5	1%
<b>Filed Cases</b>	<b>169</b>	<b>--</b>	<b>Filed Cases</b>	<b>337</b>	<b>--</b>

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

1 Table 6 illustrates the number and type of housing complaints closed by CRD and statewide. In FY 2019,  
 2 the top two closure types for CRD and statewide were no cause determinations and  
 3 conciliation/settlement successful. CRD accounted for 57% of the cases statewide.

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

Civil Rights Division			Statewide		
Type	#	%	Type	#	%
No cause determination	198	63%	No cause determination	324	59%
Conciliation/settlement successful	56	18%	Conciliation/settlement successful	133	24%
Complaint withdrawn by complainant after resolution	13	4%	Complaint withdrawn by complainant after resolution	36	7%
Administrative Closures	46	15%	Administrative Closures	50	9%
Post Cause Settlement	1	0%	Cause	7	1%
<b>Total</b>	<b>313</b>	<b>--</b>	<b>Total</b>	<b>550</b>	<b>--</b>

5 \*Note: The cause cases reflected above that were charged in FY 2019 may or may not have been closed  
 6 during FY 2019. The fiscal year that a cause case is closed will be reflected as conciliation/settlement  
 7 successful, litigation ended – discrimination found, litigation ended - no discrimination found, or FHAP  
 8 judicial consent order. Further, note that administrative closures also include lack of jurisdiction, failure  
 9 to cooperate and failure to locate. Also, unlike equal employment opportunity closures, housing closure  
 10 types do not include a right to sue issued category.

1 **Civil Rights Division Appendix 4: State Agency Policy Reviews and**  
 2 **Discrimination Complaints**

3 As a result of CRD’s monitoring of the personnel policies and procedures of state agencies and  
 4 institutions of higher learning (“agencies”) per Texas Labor Code Chapter 21, the division found in FY  
 5 2019 that instances of noncompliance (prior to implementing recommendations) were most common  
 6 first, in the area of EEO/sexual harassment training and second, in hiring process/recruitment plan. The  
 7 order of those top categories was reversed in FY 2019. (See Table 7). Non-compliant agencies used  
 8 TWC’s training module or other approved training to educate their employees before the end of the fiscal  
 9 year. Non-compliance in the area of hiring/recruitment plan again was often attributable to agencies’  
 10 failure to implement specificity in their plans for recruitment based on the data results for their agency of  
 11 utilization of Hispanic Americans, African Americans and females.

12 In accordance with Texas Government Code Section 2052.003 and state agencies’ enabling statutes, CRD  
 13 reviewed six submissions of equal employment opportunity personnel policy statements, including a)  
 14 policies relating to recruitment, evaluation, selection, training, and promotion of personnel, and b)  
 15 workforce analyses and recruitment plans that set forth reasonable methods to achieve compliance with  
 16 state and federal law. All the agencies’ submissions were in compliance or became in compliance after  
 17 implementation of CRD’s recommendations.

18 Pursuant to Sec 21.556 of the Texas Labor Code, a state agency that receives three or more complaints of  
 19 employment discrimination in a fiscal year, other than complaints determined to be without merit, shall  
 20 provide a comprehensive EEO training program to appropriate supervisory and managerial employees.  
 21 Two state agencies received three complaints other than without merit in FY 2018. The majority of the  
 22 complaints in FY 2018, as in FY 2017, involved retaliation as a basis and harassment as an issue. In FY  
 23 2018, as in the prior fiscal year, the majority of complaints were resolved by either a withdrawal with  
 24 benefits or a settlement. (See Tables 8 through 10 on next pages).

25 **Table 7. Instances of Non-Compliance by State Agencies with Most Common**  
 26 **Personnel Policies and Procedures Review Categories**

Category of Non-Compliance	FY 2017	%	FY 2018	%	FY 2019	%
Hiring & Recruitment Plan	18	37%	29	47%	11	28%
Performance Evaluations	8	16%	8	13%	9	23%
Reasonable Accommodations	3	6%	3	5%	7	18%
EEO Training	20	41%	22	35%	12	31%
<b>Totals</b>	<b>49</b>	<b>--</b>	<b>62</b>	<b>--</b>	<b>39</b>	<b>--</b>

1 **Table 8. State Agency Discrimination Complaints Other Than Without Merit – Filed**  
 2 **by Basis**

Basis	#	%
Retaliation	8	62%
Race	5	38%
Sex	4	31%
Age	2	15%
Disability	3	23%
National Origin	3	23%
Color	0	0%
Religion	1	8%
Genetic Information	0	0%
Other	6	46%

3 **Table 9. State Agency Discrimination Complaints Other Than Without Merit – Filed**  
 4 **by Issue**

Issue	#	%
Harassment	5	38%
Discharge	7	54%
Terms/Conditions	5	38%
Promotion	1	8%
Hiring	1	8%
Discipline	0	0%
Wages	1	8%
Demotion	1	8%
Reasonable Accommodations	5	38%
Sexual Harassment	1	8%
Layoff	0	0%
Benefits	0	0%
Language/Accent Issue	0	0%
Other	0	0%

5

1 Table 10. State Agency Discrimination Complaints Other Than Without Merit – By  
2 Type of Closure

Type of Closure	#	%
Withdrawal with Benefits	10	77%
Settlement with Benefits	1	8%
Conciliation Failure	2	15%

1 **Statewide Workforce by the Numbers FY 2019**

1	Large Employer of the Year awardee: Stanley Black & Decker
1	Veteran Friendly Employer of the Year: Adaptive Construction Solutions, Inc.
1	Small Employer of the Year awardee: Goodwill Industries of Northwest Texas
TBD	Million Workers in Texas
28	Local Employers of Excellence
28	Local Workforce Development Boards
72	Texas business with workers who received training through Skills Development Fund partnerships with local community and technical colleges
TBD	Employment and housing discrimination investigations conducted
	Child labor investigations conducted
	Apprentices or journeyworkers received training
	Employers received Texas Workforce Solutions and other outreach services
	Jobs were added in Texas
	Employers doing business in Texas
	Million job seekers received employment services
	Child care matching amount secured by local workforce development boards
	Federal child care amount matched using amounts secured by local workforce development boards
	Operating budget for the Texas Workforce Commission
	Amount of total, regular emergency and extended unemployment benefits paid

2 **\*Data Still Forthcoming**