

1 Strategic Plan 2020-2025

2 Direction Point(S)

3 **Current Mission Statement**

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

6 **Current Vision Statement**

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

10 **Philosophy**

11 Our work is guided by the following core beliefs:

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

25 Our success will be based on the following organizational values:

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

32

33 **Commissioner Message**

34

- 35 • Agency response to COVID 19
- 36 • Texas Unemployment numbers and looking to future
 - 37 ○ Reopening Efforts
- 38 • Fastest growing state in nation: what this means for Texans (resiliency)
- 39 • Texas workforce ready to meet needs of TX Employers
- 40 • Building or Rebuilding Tomorrow's Workforce
- 41 • Governor's Tri-Agency
- 42 • 60x30
- 43 • Working with local entities across the state discussing long term economic outlook and recovery
44 activities
- 45 • Importance of Childcare
 - 46 ○ To address barrier to work
 - 47 ○ TX Rising Star

- 1 • Integrated employment through VR
- 2 • Training initiatives with local partners (Boards, Economic Development entities)
- 3 • Continued investments in technology to support workers and employers

6 **TWC Goals**

7 **Goal 1**

8 Support a Workforce System that allows employers and workers to achieve and sustain economic
9 prosperity.

10 Specific action items to achieve your goal.

- 11 1. Expand workforce training, recruiting and hiring services for employers to ensure that a
12 skilled and ready workforce is available to meet the diverse needs of business.
13 Implementation of programs that support this action item are ongoing and will produce
14 results within the five-year planning window.
- 15 2. Enhance workforce services and resources to help job seekers access information about
16 in-demand occupations, gain the skills needed by Texas employers and find and retain
17 employment. Efforts that support this action are ongoing and will produce results within
18 the five-year planning window.

19 **Goal 2**

20 Promote employers' access to the talent and abilities individuals [especially those](#) with a disability.
21 Accommodate such workers in the workplace and assist with maintaining and advancing their careers
22 successfully.

23

24 Specific action items to achieve your goal.

- 25 1. Continued integration of the state's vocational rehabilitation services for people with disabilities
26 within Texas Workforce Solutions so that local service delivery works in concert with other
27 workforce services, and resources can be shared to better serve the needs of job seekers and
28 workers with disabilities. Integration of these services will continue during this five-year
29 planning period.
- 30 2. Expand the network of employers that recruit, train and employ the talents and skills of
31 individuals with disabilities through Workforce Solutions business service representatives and
32 workforce development board partnerships with economic development and industry groups.
33 Our efforts will continue producing results within the five-year planning period and are expected
34 to be ongoing beyond the planning period.

1 Goal 3

2 Prepare individuals for employment by supporting education and training that equips individuals with
3 in-demand skills as identified by employers.

4 Specific action items to achieve your goal.

5 1. Continue ongoing support of education programs for students in Texas that inform them and
6 prepare them for high-skill, high-demand jobs through identification and allocation of available
7 state and federal programs and resources during the five-year planning period.

8 2. Address the workforce training needs of employers by leveraging Skills Development Fund
9 grants and other available resources to support in-demand job training. Continue to support
10 work-based learning opportunities through internships, mentorships, and job shadowing. These
11 efforts are ongoing and will continue during this five-year plan period.

12 3. Continue to coordinate and collaborate with the Texas Higher Education Coordinating Board and
13 the Texas Education Agency to support and develop objectives for increasing the percentage of
14 Texans with post-secondary degrees or certifications through strategies implemented during
15 this five-year plan period.

16 Goal 4

17 Accelerate employment pathways for veterans, service members and their spouses as they transition to
18 civilian occupations in Texas.

19 Specific action items to achieve your goal.

20 1. Provide an accelerated pathway and demonstrate new approaches for transitioning military
21 service members to gain acknowledgement of their military training and quickly transition to
22 employment in Texas through ongoing expansion of programs such as Texas Operation
23 Welcome Home, College Credit for Heroes, veterans training and the Texas Veterans Leadership
24 peer mentorship over the five-year plan period.

25 2. Identify gaps in service to Texas veterans and advance strategies to enhance their education and
26 employment opportunities to ensure seamless transition into the Texas workforce for veterans
27 and their spouses. Implementation of this action item is underway and ongoing through the
28 five-year planning period.

29 Goal 5

30 Maintain the highest levels of integrity, accountability and efficiency in all workforce systems and TWC
31 programs. Through continuous improvements, develop a system that minimizes fraud, waste and abuse
32 within TWC and all programs it administers.

33 Specific action items to achieve your goal.

34 1. Monitor and evaluate compliance of local area service delivery for fiscal accountability and
35 program effectiveness. Efforts are ongoing over the five-year period.

36 2. Make technology and system improvements to leverage current resources and improve
37 oversight and monitoring of programs over the five-year plan period.

38 3. Investigate and resolve findings or questioned costs and track each resolution and recovery of
39 disallowed costs over the five-year plan period.

1 **TWC External/Internal Assessment**

2 Message on external/internal factors

3

4

5 List Federal Legislation

6

7 **REDUNDANCIES AND IMPEDIMENTS**

8 Identified:

9

- Ability to scale up quickly to deliver services

10

- Reevaluating traditional staffing work schedules and expansion of telecommuting

11

12

13 **Please note, the following will also be included as required sections in the FY**

14 **2019-23 Strategic Plan.**

15 II. Supplemental Schedules

16 A. Budget Structure—Goals, Objectives and Outcome Measures, Strategies and Output,
17 Efficiency and Explanatory Measures

18 B. List of Measure Definitions

19 C. Historically Underutilized Business Plan

20 D. Statewide Capital Plan (if applicable)

21 E. Agency Workforce Plan, and the Texas Workforce System Strategic Plan

22 F. Workforce Development System Strategic Plan

23 G. Report on Customer Service