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# Texas Workforce Commission

## Annual Report 2020

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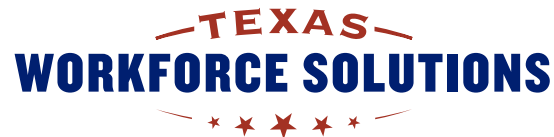
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## Texas Workforce Commission Mission:

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



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**Bryan Daniel**

TWC Chairman and Commissioner  
Representing the Public



**Julian Alvarez**

TWC Commissioner  
Representing Labor



**Aaron Demerson**

TWC Commissioner  
Representing Employers

## Commissioners' Message

The Texas Workforce Commission (TWC)'s mission focuses on fostering continued economic success for all Texans and Texas businesses. Regardless of the challenges we face in supporting the Texas workforce system, we achieve this mission through our ability to adapt and innovate to ensure the highest level of customer service to all those we are privileged to serve .

The first half of TWC's Fiscal Year 2020 (FY 2020) followed a long upward trajectory of job growth and record-low unemployment. However, at the moment when we saw the most Texans employed at any time in our history, the pandemic's economic damage created a need for TWC to provide employment services in an effort to ensure Texans can continue to access career opportunities and Texas businesses have access to the talent they need to thrive.

The COVID-19 pandemic impact brought an exponential increase in the number of calls and claims for unemployment insurance benefits. TWC employees responded to the need by ensuring our agency responded as efficiently as possible to improve the UI customer service process; while providing guidance to our 28 Local Workforce Board (Boards), child care providers, and grantees. As described in detail in the "TWC COVID-19 Response" section, TWC increased capacity multiple times to keep up with the increased demand for our services.

While TWC continues to ensure we provide the services Texans need for both short-term and long-term prosperity, we also continue to seek innovative solutions to the new issues we face.

Chairman Bryan Daniel  
*Represents Public*

Commissioner Julian Alvarez  
*Represents Labor*

Commissioner Aaron Demerson  
*Represents Employers*



# TWC's Role in Texas' Pandemic Response

Texas began to experience the effects of the COVID-19 pandemic in March 2020. TWC's response effort spanned across multiple agency functions with significant constituent interactions. In addition to adapting the state's UI system to keep pace with increased constituent demand, TWC also reallocated resources to continue to deliver services to our customers, and adapted the subsidized childcare program to support small businesses and essential workers. Additionally, TWC reprogrammed existing resources to better serve the state's unemployed/underemployed through additional skills enhancement efforts.

## Unemployment Insurance (UI) Benefits System Response

Beginning March 8, increased demand for unemployment benefits created significant increases in weekly new claim filings by as much as 3,461 percent. TWC saw corresponding weekly increases in payment requests (1,386 percent) and call volume (16,400 percent).

CLAIMS FILED 2020		
Approximate Weekly Pre-Covid February 23rd-29th	Peak Filing Week April 19th-25th	Total Filed March 8th to December 31st
12,282	437,412	6.6 Million
AMOUNT PAID IN BENEFITS		
Approximate Weekly Pre-Covid February 23rd-29th	Peak Payment Week May 24th-30th	Total Amount Paid March 8th to December 31st
\$47.8 Million	\$1.75 Billion	\$37.3 Billion
CLAIMANTS PAID		
Approximate Weekly Pre-Covid February 23rd-29th	Peak Payment Week May 24th-30th	Total Claimants Paid March 8th to December 31st
59,232	880,279	2.93 Million
CALL VOLUME 2020		
Approximate Weekly Pre-COVID February 23rd-29th	Peak Call Week April 19th – April 25th	Total Calls March 15th to December 31st
100,000	16.5 Million	173 Million

The rapid increase in demand for TWC's UI services required significant upgrades to the UI system ranging from increasing server capacity and incoming phone lines to developing new tools and techniques to more efficiently respond to the exponential increase in Texans accessing benefit payments in response to the pandemic-induced economic slowdown.

With more than 70 percent of UI claims related to the pandemic (90 percent during the April peak), TWC quickly moved to enhance our computing systems, with efforts including: upgrading the TWC website by adding memory and moving to a scalable cloud; doubling the server capacity in March and again in April 2020; increasing UI system processing speed by 200 percent; partnering to develop an AI chat bot to answer common questions (more than 11.5 million customer questions since deployment); establishing a cloud-based interactive voice response (IVR) system to reduce call wait times; and developing a document-upload portal to expedite what were typically faxed or hand-scanned documents.

While increasing capacity to ensure constituents received timely assistance, TWC was also adapting systems and applications to effectively deliver new federal benefit programs like the additional \$600 per week FPUC payment, the

PUA payments for self-employed and contract workers, and the \$300 LWA supplemental payments upon the expiration of FPUC. Texas was one of the first states to roll out both the FPUC additional payment and the LWA supplemental payment due to these efforts.

TWC also ramped up our call capacity, by doubling both our phone lines and the total number of inbound call centers. The key human resource challenge for TWC was to ensure all personnel engaging in direct contact with constituents by telephone had a functional knowledge of the UI program and procedures. TWC's efforts to staff the increased call center capacity included hiring new phone operators, using temporary employees, engaging with contract call centers, deploying employees from other divisions within TWC and other state agencies, and obtaining volunteer call support from organizations like the Texas Senate and the Texas House of Representatives. In addition to these capacity improvements, TWC revised the assignment tracking process and adapted processes to identify the most frequent callers by conducting analytics on inbound calls and unfinished claims/payments and then proactively addressing those claimant needs to reduce the need for individuals to call.

WEB CAPACITY		
Web Site User Capacity	Unemployment System Servers	Mainframe Processing Speed
Pre-COVID: 1,000 users Current: Unlimited <sup>1</sup>	Pre-COVID: 5 Current: 20	Pre-COVID: 716 MIPS <sup>2</sup> Current: 2,094 MIPS

CALL CAPACITY			
Claims Processing Staff	Call Lines	Inbound Call Centers	Outbound Call Centers <sup>3</sup>
Pre-COVID: 700 Current: 3,392	Pre-COVID: 1,263 Current: 10,328 <sup>4</sup>	Pre-COVID: 4 Current: 8	Pre-COVID: 0 Current: 2

<sup>1</sup> Website was moved to a scalable cloud that increases or decreases with traffic.

<sup>2</sup> Millions of Instruction per second.

<sup>3</sup> To assist UI claimants with registering on WorkInTexas.com, a free job matching tool and requirement for unemployment eligibility.

<sup>4</sup> Includes contract call centers

TWC adapted the UI program in many ways beyond increasing call and web capacity to better serve Texans facing unemployment due to the pandemic. TWC streamlined application and eligibility requirements for unemployment benefits by waiving the waiting week, suspending work search requirements for 8 months, increasing the availability of backdated claim filings, and expanding communication efforts to claimants. TWC also improved investigation and appeals processes by training tax auditors from a different division to assist with benefit and fraud hearings and streamlining appeal hearing procedures to increase hearing capacity by 50%. TWC also improved services to employers by protecting experience-rated employers from chargeback for pandemic impacted claims, by focusing on the Shared Work program to reduce layoffs and on mass claim filings when layoffs were unavoidable, and by investigating suitable work refusals and possible identity theft claims.

## Disaster Relief Funding and Program Changes

In addition to the billions in UI benefits payments issued since the inception of the pandemic, TWC moved swiftly to reallocate funds for several additional pandemic-response efforts. In April 2020, TWC directed \$12 million for rapid response services, layoff aversion strategies, remote work support, and other services that helped workers and businesses facing loss of work or business; \$4 million for Local Workforce Development Boards (Boards) to hire staff to assist with unemployment and virtual services to workers and employers; \$12 million for disaster-relief employment and training services; and \$10 million in training dollars (later increased to \$15 million) for pandemic response workforce training needs, including manufacturing and supply chain for medical products, healthcare, and information technology. In June 2020, TWC contracted with a Massive Online Open Course (MOOC) provider to offer rapid skills enhancement opportunities for UI claimants (later expanded to all Texans) through more than 5,000 free online courses so that individuals could spend their time at home more valuably by preparing for a rewarding Texas career. To date, 46,000

Texans have participated in this skills enhancement effort.

Each TWC division participated in pandemic response efforts along with local workforce development boards. Board innovations included drive-through services for job seekers and businesses, as well as virtual job fairs. Our partner Adult Education and Literacy (AEL) providers quickly transitioned from in-person education to distance learning and helped provide students access to technology to ensure they could continue their studies uninterrupted. The Texas Veterans Leadership Program worked with more than 1,400 veterans and military spouses on unemployment issues and the Criss Cole Rehabilitation Center transitioned to virtual platforms to allow blind/deafblind Vocational Rehabilitation customers to continue receiving training that supports their confidence and independence.

After swiftly modifying our processes and programs to adapt to the initial pandemic-related economic issues, TWC adapted just as quickly to respond to business and job seeker needs as businesses began to increase hiring in line with safety guidelines. Many essential businesses remained open and many worked with Boards to promote available positions through web sites and social media, as well as helping with screening and job matching. As mentioned above, TWC launched an online learning platform for Texans to train for a new or better job and contracted with two outbound call centers for outreach to claimants to help search and apply for available jobs.

TWC also adapted the subsidized child care program to address the pressing needs of Texas workers and businesses in response to the pandemic. When all schools and more than half of the state's child care providers closed during the initial response to the pandemic, it created a potential shortage of care for the children of essential workers. TWC worked with Governor Greg Abbott's Frontline Child Care Task Force and launched a child care program exclusively for those workers, enrolling 29,000 essential workers' children for three months of child care. TWC also supported parents with child care needs by modifying eligibility, attendance, parent share of cost, and parent work search requirements. Providers were supported via enhanced reimbursement rates and Child Care Stabilization grants to help centers remain open or reopen following temporary COVID closures.

TWC's adaptations of programs and services in response to the pandemic will continue. TWC will continue to leverage our resources and programs to support Texans and Texas businesses, and will remain focused on proactively addressing workforce and economic issues that arise in order to innovate and adapt our strategies to best serve the state of Texas.







## Executive Summary

### Serving Businesses & Employers

TWC is responsible for meeting the needs of the businesses of this state for the development of a highly skilled and productive workforce. Through statewide programs and partnerships with 28 local workforce development boards, TWC provides a range of services to Texas businesses, including services to help employers find and train employees for open jobs, services to support stronger business decisions, and services that improve the skill level of Texans so that they will be available when employers need them.

### Business Services to Attract and Train Workers

Texas is home to employers with unique business cycles and workforce needs, so TWC provides diverse services to identify, attract, hire, and train workers. Board Business Service Units provide employer services including labor market analysis, applicant screening and referrals, job fair hosting, and workforce training programs. Specialized business services to help connect businesses with a wider range of talent and more inclusive workforce are available through Texas Workforce Solutions-Vocational Rehabilitation Services (TWS-VRS) Business Relations. Staff provide services customized based on employer need, including employment application assistance, training on disability awareness, workplace job accommodations, and business symposia/job fairs to help connect businesses with available workers and equip those workers with the skills and resources to contribute their talents.

At a statewide level, TWC supports job matching for employers via the state's official job matching tool, [WorkInTexas.com](https://www.workintexas.com), a no-cost online tool to post jobs, search résumés, recruit candidates, get labor market information, and receive other services. In 2020, TWC revamped [WorkInTexas.com](https://www.workintexas.com) with enhanced features like mobile responsive design, enhanced job matching and career pathways functionality, real-time labor analytics, supply and demand tools, and enhanced customer support.

TWC also operates statewide programs that help employers upskill their workforce to meet business needs, including the Skills Development Fund program, which supports customized job skills training for employees through public community and technical colleges. Under the Skills for Small Business program, a small business can apply to TWC for funding and select from existing courses provided by their local public community and technical colleges to quickly upskill their workforce in line with changing technology or demand.

## Business Services to Support Business Planning and Decisions

If a business chooses to operate, expand, or relocate to Texas, TWC offers a wealth of resources to support decisions based on the best available data and tools. TWC's Labor Market & Career Information (LMCI) program provides information on employment and economic trends to help employers allocate resources and make informed business decisions based on market trends. LMCI collects, analyzes and disseminates economic data by occupation and industry, and provides online tools, publications and resources to help businesses make decisions and to ensure that current and future workforce participants know about the opportunities available to them through a Texas business.

TWC's Commissioner Representing Employers hosts the Texas Conference for Employers (TCE) throughout the state to keep employers up to date on the latest information regarding employment law, human resources, handling unemployment claims, and many other topics that strengthen Texas businesses. The Commissioner Representing Employer's office also manages and maintains an employer hotline (800-832-9394) and e-mail address [employerinfo@twc.state.tx.us](mailto:employerinfo@twc.state.tx.us) to assist employers with questions about employment law, and issues the quarterly Texas Business Today publication as well as the Texas Guidebook for Employers.

TWC also collaborates with Boards and the Governor's Economic Development and Tourism Office to host Governor's Small Business Forums throughout Texas, which give entrepreneurs and small businesses valuable information on starting or growing a business in Texas. TWC operates the Work Opportunity Tax Credit (WOTC) program, which provides a tax credit for hiring individuals with significant barriers to employment and the state's unemployment program, which includes customer support to businesses enrolling and maintaining their tax account as well as fraud detection and prevention through our Regulatory Integrity Division (RID). RID maintains robust systems to identify overpayments when they occur and uses all means available under the Texas Unemployment Compensation Act to recoup them. TWC provides customer service to employers throughout their business operations, and continues to adapt and revise processes and technology to better serve employers responding to unemployment claims and participating in appeals for contested cases. Employers anticipating a layoff can take advantage of the Shared Work Unemployment Program, which affords an opportunity to manage business cycles and seasonal adjustments without losing trained employees.

## Business Services to Support a Skilled Workforce

In addition to employer-specific services and programs, TWC implements strategies to upskill large numbers of Texans with in-demand training driven by market demand. The High Demand Job Training (HDJT) program supports partnerships between Boards and local Economic Development Corporations (EDC) to leverage local economic development sales taxes for high-demand job training. The Texas Industry Partnership (TIP) supports collaborations between Boards and industry partners through the leveraging of matching contributions of cash or qualifying expenditures for occupational job training. The Self Sufficiency Fund provides funding to eligible training providers for curriculum development, instructor fees and certifications, training materials, certain work-related expenses for trainees, and some training equipment for targeted industry clusters. TWC also provides specialized services via our Agricultural Services Unit, which monitors local shortages in seasonal agricultural workers and helps bring in skilled workers to fill those positions.

## Serving Job Seekers & Employees

TWC is charged with meeting the needs of Texas workers for education, skills training, and labor market information to enhance their employability, earnings, and standard of living and for an efficient unemployment compensation system. TWC provides a broad range of services to Texans to help them reach their brightest potential, including services that connect workers to jobs and training, support services for individuals in the workforce, and additional workplace administrative/legal supports.



## Connecting workers to jobs, education, and training

TWC has many services and initiatives to keep our current and future workforce up to date on in-demand skills to take advantage of career opportunities in Texas. Employment Services are offered to workers and job seekers through Boards in coordination with business, educational entities, and other community partners. Workers and job seekers have unlimited free access to the revamped job-matching tool, [WorkInTexas.com](https://www.workintexas.com), and can utilize valuable services at local offices around the state for help searching, applying, and training for career opportunities, including career exploration services as well as resume and interview prep.

TWC also offers a variety of training programs to equip the Texas workforce with skills needed for employment. WIOA training is available through hundreds of training providers across the state to provide eligible Texans skills to gain a valuable career. Special training initiatives offered by TWC in 2020 included the Skills Enhancement Initiative and significant expansion of the Apprenticeship program, which trains workers for well-paying jobs with promising futures. Students in TWC's Adult Education and Literacy (AEL) program receive the benefit of a dynamic system of services that help individuals build literacy and numeracy skills, increase employment skills, attain high school equivalency certifications, and obtain recognized postsecondary credentials.

Many of our services are available to eligible participants year-round, but TWC also provides event-specific services and resources in response to natural disasters and plant closures. TWC has continued to respond to Hurricane Harvey impacted workers with \$36 million in funding for training, career services, and supportive services. In Spring 2020, DOL awarded TWC over \$39 million in DDWG funds to expedite disaster relief services in Texas to serve a minimum of 2,042 Texans. And as discussed in detail above, TWC expended significant resources into pandemic response initiatives in 2020 and those efforts will continue for as long as the state is experiencing economic impacts of the recovery. For workers impacted by international competition due to increased imports or outsourcing of U.S. jobs, Trade Adjustment Assistance (TAA) benefits and services assist in helping find long-term employability. TWC's Labor Market and Career Information (LMCI) department makes data and tools available to job seekers, students, parents and counselors to make informed choices about education and occupation options based on data regarding wages, the current job market, employment trends and more.

## Support Services for Individuals in the Workforce:

Helping workers find and prepare for a career in Texas is just the start of TWC's support for Texas workers. TWC also offers support services including the state subsidy child care program. TWC and our Board partners also provide child care recipients with education, guidance, and information, including information about the availability of quality child care and the importance of quality care to healthy child development. Texas Rising Star (TRS), Texas' quality rating and improvement system, promotes progressively higher levels of quality via program support and enhanced reimbursement rates. TWC's quality child care program creates dual value for Texas because quality child care promotes healthy child development and school readiness while allowing parents to work or attend training or education.

TWC also offers job support services to individuals with disabilities through our Texas Workforce Solutions-Vocational Rehabilitation Services (TWS-VRS) division. Texans can obtain customized assistance reaching their career goals via counselors at local Workforce Solutions offices around the state. Services available include vocational evaluations, counseling and guidance, training and education assistance, and assistive technology. The Purchasing from People with Disabilities (PPD) program, commonly referred to as the State Use Program, provides individuals with disabilities employment opportunities through Community Rehabilitation Programs (CRPs) around the state, many of whom provide support services in addition to helping their employees gain work experience and transition towards greater independence and prosperity. TWC also outreaches and provides services to migrant seasonal farm workers (MSFWs), including employment services, supportive services, benefits, protection, counseling, testing and job training referrals. Outreach staff also provide technical assistance to Workforce Boards, center staff and agricultural employers, as well as training on topics like Human Trafficking, Sexual Harassment, COVID-19 Medical Leave Act, FLSA, OSHA, and Employment Law.

## Services for Workers

The state's unemployment insurance (UI) program provides critical support for individuals unemployed through no fault of their own through the payment of unemployment benefits. In FY 2020, demand for unemployment benefits reached unseen levels and TWC's UI team rose to the challenge of helping millions of Texans successfully file claims and receive payment. Many Texans were first-time UI filers and needed help navigating the system and ensuring prompt payment, as described above, and TWC's call centers and appeals staff also rose to the challenge of the increased workload and adapted the program to improve capacity to support Texans. The UI number for claimants to use is 1-800-939-6631 and general information concerning UI can be found at [ui.texasworkforce.org](http://ui.texasworkforce.org).

TWC's Labor Law Department also served Texans in 2020, through enforcement of payday, child labor, and minimum wage laws in Texas that protect the safety of working children and ensure that Texans are paid the wages they earn.

In addition, TWC's Commissioner Representing Labor manages and maintains a hotline 1-800-832-2829 for employees, job seekers, UI and Wage claimants and an email address [laborinfo@twc.state.tx.us](mailto:laborinfo@twc.state.tx.us) to assist with general questions regarding labor and employment law as well as claim issues. Information and outreach is also conducted on the Commissioner's Twitter account [@AlvarezTWCLabor](https://twitter.com/AlvarezTWCLabor).

## Building Tomorrow's Workforce

To ensure TWC's ability to continue meeting the needs of businesses and developing a highly skilled and productive workforce, TWC is focused on building tomorrow's workforce, including through career exploration and awareness initiatives and through innovative training models.

### Career Exploration & Awareness Initiatives

The first step for Texans to enter the workforce or change paths into a high-demand career requires awareness of available job opportunities. To expand awareness of opportunities available in Texas businesses, TWC has programs aimed at informing students of exciting Texas jobs and the skills they'll need to get hired. The Workforce Career and Education Outreach Specialist Pilot Program provides career services and labor market data to middle and high school students. TWC's Externship for Teachers Initiative takes advantage of teachers' direct line to the workforce of tomorrow. Participating teachers shadow workers in industries such as engineering, manufacturing, construction, and health care, in order to better understand and share with their students the exciting opportunities available in Texas businesses as well as the skills necessary to land their dream job.

TWC also promotes Texas Career Signing Day, an opportunity to acknowledge and highlight students' decisions to enter a trade or apprenticeship program, which promotes awareness and encourages students on a path towards a highly skilled future. The Jobs and Education for Texans (JET) grant program funds purchases by public community, state and technical colleges, and independent school districts (ISDs) of equipment for CTE courses or programs that lead to a license, certificate or postsecondary degree in a high-demand occupation, allowing students to get hands on experience with tools in use by Texas businesses.

TWC also connects Texans with disabilities with opportunities through the Texas HireAbility campaign, a statewide effort to raise awareness about the benefits of hiring people with disabilities and highlighting their contributions to the workforce. TWC will launch the "We Hire Ability" decal to recognize employers that create an inclusive workplace culture and whose workforce includes individuals with disabilities in an integrated workplace comprised of at least 10 percent of the employer's Texas-based workforce.



## Innovative training models for the workforce of tomorrow

A pipeline of highly skilled workers is important to employers large and small across Texas. Because Texas employers are diverse and have specific needs, TWC offers multiple programs and training models. TWC's Apprenticeship Training Program helps prepare and train individuals for highly skilled jobs and life-long careers. Programs are generally full-time, with employees who are paid while they learn via a combination of hands-on training and classroom instruction. TWC is implementing a \$14.4 million Apprenticeship State Expansion grant to develop infrastructure, conduct media campaigns, increase, expand, and integrate Apprenticeship programs. In 2020, TWC was among the first organizations approved to be a Standards Recognition Entity (SRE) for the newly-developed Industry-Recognized Apprenticeship Programs (IRAPs), allowing certification of industry-led programs to rapidly increase the availability of apprenticeships in Texas industries. TWC also partners with public community and Texas colleges and ISDs on dual credit that provide valuable early access to college and in-demand job skills and education for Texas students.

Internships provide students with a hands-on learning experience to develop the necessary skills to be successful in future careers. TWC encourages internships and offers internship positions. On October 13, 2020, Governor Abbott recognized TWC for utilizing creative digital and virtual methods to ensure our summer interns benefited from valuable learning experiences empowering students to solidify the future of Texas. To support inclusive workplaces that increase the available talent in the workforce, TWS-VRS partners with ISDs, education service centers, colleges and universities, local workforce development boards, employers, community rehabilitation programs, and other community partners to provide pre-employment transition services (Pre-ETS) to students with disabilities to help them make a smooth transition from school to postsecondary education or employment.

## Helping Veterans Transition to Civilian Life

TWC's initiatives support veterans transitioning from the military and encourage employers to hire veterans to capitalize on the leadership abilities, training and experience gained through service to our country. TWC is also a major direct employer of veterans. Among our 5,125 employees, 11.53 percent are veterans. TWC aligns its efforts with the other key veteran service agencies, especially the Texas Veterans Commission (TVC). TWC is a part of the Texas Coordinating Council for Veteran Services (TCCVS) and has veterans programs aimed at recognizing and rewarding veterans and businesses, connecting veterans to jobs and training, and connecting veterans and their families to support services.

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

[TexasSkillsToWork.com](https://www.texasSkillstoWork.com) helps translate military experience and training into a language that employers understand. The tool assists with resume development and allows veterans to match their skills to job listings in the area of their choosing. In addition, the Veterans Workforce Outreach Initiative is a proactive effort to identify and assist hard-to-serve veterans who are not currently receiving workforce services, address employment barriers they face, and reintegrate them into meaningful employment.



# Serving Businesses & Employers

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

## Business Services

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

## Skills Development Fund Training

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

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

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

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

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

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



## VR Business Relations

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

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

## High Demand Job Training

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

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

## Texas Industry Partner Program

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

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

## Self Sufficiency Fund

The Self-Sufficiency Fund grant program provides training for adult recipients of Temporary Assistance for Needy Families (TANF), Supplemental Nutritional Assistance Program (SNAP) or individuals at risk of becoming dependent on public assistance, which includes individuals earning less than \$37,000 and who are the parent of a dependent child. Training conducted under the program results in industry-recognized certifications that lead to permanent full-time employment opportunities.

In FY 2020, TWC awarded 10 Self Sufficiency Fund grants with an average award of \$205,716. The grants will assist up to 1,003 individuals with obtaining the skills and certifications necessary to obtain full-time employment in fields such as construction, logistics, and information technology as computer user specialists.



## Online Job-Matching Resources

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

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

## Shared Work Unemployment Benefit Program

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



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

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

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

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

## Employer Information and Assistance (TCEs, EFTE, TBT)

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

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

## Unemployment Compensation Fund

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

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

## Labor Market Information

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

## WOTC Certifications

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

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

## Specialized Ag Services

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

# Serving Job Seekers & Employees

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

## Childcare Services (Texas Rising Star Program, Child Care Provider Scholarships) Success Story

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

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

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

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

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

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

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





## Employment Services

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

## Assisting People with Disabilities

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

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

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

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

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

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

During Program Year 2019 (Vocational Rehabilitation Program Year is from July 1, 2019 through June 30, 2020), TWC's VR staff assisted 69,048 individuals with disabilities to help them achieve, retain and advance in employment and independence. During this same period, 11,618 of those completed their planned services and achieved a successful employment outcome. TWC also continued its phased integration to co-locate of VR staff into Workforce Solutions Offices. To date, more than 840 VR staff have moved into 72 Texas Workforce Solutions offices, including 225 staff during FY 2020.



## *Purchasing from People with Disabilities*

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

Through a partnership with Community Rehabilitation Programs (CRPs), 5,475 Texans with a wide range of disabilities were employed in 106 local nonprofit CRPs in FY 2020. These individuals, whose disabilities include mental health condition (1,393), intellectual disability (1,103), physical impairment (777), chemical disorder (452), learning disability (475), visual impairment (370), deaf or hard of hearing (135), brain injury (37) and varying other disabilities (733), earned a combined total of more than \$50.8 million in wages from products or services purchased by city, county, state or federal agencies, schools, and political subdivisions through the WorksWonders program.

In FY 2020 efforts to increase TWC's purchase of products sold through the State use program resulted in TWC being recognized as one of the top 10 customers of the program during the 2020 Annual Artie Lee Hinds Awards. [For a direct link to the supplemental report please click here.](#)

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

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

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

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



## Adult Education and Literacy

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

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

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

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

## Career Planning Information (LMCI)

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

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

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

## Workforce Training Programs

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

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

## UI Benefits and Rapid Response Services

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

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

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

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

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

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





## Innovative Technologies to Better Serve Texans

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

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

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

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

## Pandemic/Disaster Unemployment Assistance

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

## Assisting Dislocated Workers

Since Hurricane Harvey, TWC has utilized \$36 million from the DOL for training, career services, and supportive services including childcare, transportation, and other needs for those affected. These funds were also used to assist in the cleanup and rebuilding in 42 of the counties directly affected by the hurricane to allow communities to return to full functionality.

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



## Trade Affected Workers

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

During FY 2020, 183 workers applied for TAA services or benefits and an estimated 1,214 workers participated in TAA-supported training services for occupations such as truck driving, cosmetologist, heating, air conditioning and refrigeration mechanic, welders, network and computer systems administrators and business operations managers. [For a direct link to the supplemental report please click here.](#)

## Migrant Farm Workers

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

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

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

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



# Building Tomorrow's Workforce

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

## Workforce Career and Education Outreach Specialist Pilot Program

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

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

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



## Texas Career Signing Day

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

## Texas Pathways to Reentry

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

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

## Dual Credit

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

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

## Externship for Teachers Initiative

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

# Apprenticeships and Trades

## *Apprenticeship Training*

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

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

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

In FY 2020, TWC was able to meet its target goal and support more than 6,860 individuals in Registered Apprenticeship training programs. For the FY 2020/FY 2021 biennium, TWC received additional funding (\$1.3 million) from the Texas Legislature, as authorized in Texas Education Code, Chapter 133. For FY 2021, the performance target increases to 7,685 individuals served.

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

## *Industry-Recognized Apprenticeships*

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

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

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

### *Pre-Apprenticeships for Students with Disabilities*

With a commitment to ensuring that more students with disabilities are afforded greater opportunities to attain skills and credentials that lead to meaningful careers, in FY 2021 TWC's Vocational Rehabilitation Program will initiate a demonstration project, in partnership with one or more Texas community colleges, to create pre-apprenticeship opportunities for students with disabilities.

These pre-apprenticeships will introduce students with disabilities to expanded career choices and highlight registered apprenticeship as a pathway to careers in high-skill, high-wage occupations. Pre-apprenticeships will also offer students with disabilities valuable work readiness skills and work-based learning, helping to set the stage for future success in obtaining competitive, integrated employment.

### *Building Construction Trades*

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

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

### *Apprenticeship Texas Expansion Grant*

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

Since July 2019, TWC has received \$14.4 million in Apprenticeship State Expansion grants from DOL. These funds are being used for improvements and innovations to RA programs, develop infrastructure, conduct media campaigns, increase, expand, and integrate RA programs with new industries and impact other significant policy issues. In addition, these funds are being used to promote, support, and encourage diversification of RA programs by outreaching underrepresented populations.

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

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

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

### *Other Expansion Activities*

In FY 2019, TWC approved the Registered Apprenticeship Expansion Board Award to recognize local workforce Boards for their achievements in developing, implementing, and expanding RA programs. The award honors local workforce Boards that have engaged employers to develop new or to expand the occupations of RA programs and/or recruit





new apprentices. Workforce Boards were eligible to receive up to \$100,000. Three awards were distributed through a nomination and review format. The first three awards were presented to Workforce Solutions Gulf Coast, Workforce Solutions Capital Area, and Workforce Solutions of Central Texas during the 23rd Annual TWC Conference. For FY 2021, these awards will be non-monetary.

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

*SPOTLIGHT: Apprenticeships in Nontraditional Workplaces.*

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

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

*Adaptive Construction Solutions, Inc. (ACS) of Houston launched its youth apprenticeship pilot program with a focus on foster youth and other youth populations with barriers to employment. The pilot is designed to provide young adults comprehensive pathways out of poverty through access to immediate jobs with livable wages and training and mentoring from industry experts.*

## Jobs and Education for Texans

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

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

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

## Pre-Employment Transition Services

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

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

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

1. Career Exploration
2. Work-Based Learning
3. Counseling on Postsecondary Opportunities
4. Workplace Readiness, and
5. Self-Advocacy.

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

Other Pre-ETS initiatives are Explore STEM!, weeklong summer camps (held virtually this year) for students with disabilities that focuses on career exploration activities in science, technology, engineering and/or math (STEM) fields, and Charting the Course, a partnership between VR and the Education Service Centers (ESCs) that brings transition information and planning tools to parents and students through events across the state.

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



## Services for Individuals who are Blind or Visually Impaired

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

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

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

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

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

### *Business Enterprises of Texas*

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

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

### *Criss Cole Rehabilitation Center*

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

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

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



## Texas HireAbility

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

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

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

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

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



# Helping Veterans Transition to Civilian Life

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

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

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

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

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

- Undergraduate and graduate degrees
- Vocational, technical training and non-college degree programs
- On the job training and apprenticeships
- Entrepreneurship training
- Flight training
- Test fees (reimbursement)

## Texas Veterans Leadership Program

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

TVLP employs 17 Veterans Resource and Referral Specialists (VRRSs) across the state, in addition to three who work at the Transition Centers on military installations who outreach veterans and transitioning service members to ensure that





they are directed to any help they need as they return to work. All VRRSs were Iraq or Afghanistan service members, so they understand the unique needs these individuals are facing.

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

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

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

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

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



## College Credit for Heroes

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

Texas institutions value student veterans on their campuses and want to work on their behalf to award academic credit for their military training and education. In November 2019, TWC partnered with CCH Texas institutions to create a more robust and cohesive CCH program. In February 2020, TWC announced a new grant, the College Credit for Heroes Capacity Building Program. This grant will assist Texas institutions in developing or improving an operational integrated system for evaluating military transcripts. The new College Credit for Heroes Capacity Building grant will last for a period of two years which includes a 12-month planning period followed by a 12-month implementation pilot period.

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

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

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

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

## Hiring Red, White & You!

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

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

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

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



## Resources for Veterans

### *Online Resources for Veterans*

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

[TexasSkillsToWork.com](https://www.texasworkforce.org/skills-to-work) helps veterans translate their military experience, training and skills into language that employers can understand. Veterans provide information about their military experience and training and receive skills statements that can be used in developing a résumé. The tool also allows veterans to match their specific skills to job listings in the region and city of their choosing.

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

### *Veteran's Network*

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

## Texas Operation Welcome Home

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

## TexasOperationWelcomeHome.com

Launched in FY 2017, [TexasOperationWelcomeHome.com](https://www.texasoperationwelcomehome.com) includes information and web links to several employment and training initiatives for transitioning service members, recently separated veterans and military spouses. The web portal also includes information for employers seeking to hire veterans due to the values, skills, training and experiences they possess.

## Welcome Home Texas Transition Alliance

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

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

## Military Family Support Program

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

Military Family Support Pilot Program Highlights:

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

## Skills For Transition Program

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

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

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

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





## We Hire Vets

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

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

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

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

- Airbus Helicopters, Inc.
- Azbell Electronics, Inc.
- City of Jarrell Police Department
- Fort Hood Area Habitat for Humanity
- DynCorp International
- United States Gypsum Sweetwater Plant
- Recruit Veterans
- SENTRYSIX Defense Group, Inc.
- Social Security Administration
- Tatitlek Training Services
- XETX Business Solutions
- Texas Workforce Commission
- Travis County Veterans Service Office
- Virtual Service Operations
- Workforce Solutions Middle Rio Grande
- Dynamic Workforce Solutions dba Workforce Solutions East Texas

## Veteran's Workforce Outreach Initiative

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

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

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

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

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



# Assisting Targeted Populations

## Foster Youth and transitioning adults

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

## Choices Employment Assistance Program

“Choices” is Texas Workforce Commissions Employment and Training Program for Temporary Assistance for Needy Families (TANF) recipients. The Choices program operates under a work first service model with the goal of its participants securing unsubsidized employment at the earliest opportunity, while receiving TANF assistance. Workforce Solutions staff provide job referrals and job search assistance using the [WorkInTexas.com](https://www.workintexas.com) job matching networking system.

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

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

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

## Supplemental Nutrition Assistance Program Employment & Training

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

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

During FY 2020, more than 20,119 individuals eligible for SNAP benefits participated in the TWC's SNAP E&T program. Effective October 1, 2020, TWC will reinstate the SNAP E&T work requirement for Able Bodied Adults Without Dependents (ABAWDs) and resume outreaching all ABAWDs. Texas will utilize the ABAWD waiver to allow good cause for ABAWDs who do not comply with program requirements for COVID-19 related reasons.



## NCP Choices Program

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

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

## Ensuring Program Integrity, Efficiency & Compliance

### Career Schools & Colleges

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

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

### Regulatory Integrity Services

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

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

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

### RPI Initiatives

TWC continues to better serve Texas by doing more—more efficiently and effectively—with less effort by applying Rapid Process Improvement (RPI) methods across the agency's business areas. Using Integrated Theory of Constraints

and Lean Six Sigma principles, the agency has continued to increase work output and quality. Since inception, TWC has completed 46 projects and staff throughout the agency trained as RPI Practitioners, the agency is accomplishing its mission by bringing products and services to customers better, faster, cheaper and with even higher quality and value. Last year, TWC expanded the team and began work on a new methodology targeted at global system improvement and innovations which is set to be piloted in FY 2021.

## Office of Internal Audit

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

## Tax Department of Misclassification of Workers

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

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

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

# Local Workforce Development Boards

## ALAMO

Board Expenditures: \$93,148,448\*  
Number of Workforce Solutions Offices: 16  
210-272-3260  
www.workforcesolutionsalamo.org

## BORDERPLEX

Board Expenditures: \$43,581,038\*  
Number of Workforce Solutions Offices: 8  
915-887-2600  
www.borderplexjobs.com

## BRAZOS VALLE

Board Expenditures: \$13,190,848\*  
Number of Workforce Solutions Offices: 7  
979-595-2800  
www.bvjjobs.org

## CAMERON

Board Expenditures: \$26,930,765\*  
Number of Workforce Solutions Offices: 4  
956-548-6700  
www.wfscameron.org

## CAPITAL AREA

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

## CENTRAL TEXAS

Board Expenditures: \$22,671,815\*  
Number of Workforce Solutions Offices: 4  
254-939-3771  
www.workforcelink.com

## COASTAL BEND

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

## CONCHO VALLEY

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

## DEEP EAST TEXAS

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

## EAST TEXAS

Board Expenditures: \$33,523,481\*  
Number of Workforce Solutions Offices: 7  
903-984-8641  
www.easttexasworkforce.org

## GOLDEN CRESCENT

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

## GREATER DALLAS

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

## GULF COAST

Board Expenditures: \$282,508,541\*  
Number of Workforce Solutions Offices: 28  
713-627-3200; 888-469-5627  
www.wrksolutions.com

## HEART OF TEXAS

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

## LOWER RIO GRANDE VALLEY

Board Expenditures: \$60,944,638\*  
Number of Workforce Solutions Offices: 5  
956-928-5000  
www.wfsolutions.org

## MIDDLE RIO GRANDE

Board Expenditures: \$9,083,982  
Number of Workforce Solutions Offices: 6  
830-591-0141  
www.mrgwb.org

## NORTH CENTRAL TEXAS

Board Expenditures: \$69,048,718\*  
Number of Workforce Solutions Offices: 11  
817-695-9184  
www.dfwjobs.com

## NORTH TEXAS

Board Expenditures: \$7,757,852  
Number of Workforce Solutions Offices: 4  
940-767-1432  
www.ntxworksolutions.org

## NORTHEAST TEXAS

Board Expenditures: \$13,783,248\*  
Number of Workforce Solutions Offices: 4  
903-794-9490  
www.netxworkforce.org

## PANHANDLE

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

## PERMIAN BASIN

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

## RURAL CAPITAL AREA

Board Expenditures: \$28,153,624\*  
Number of Workforce Solutions Offices: 8  
512-244-7966  
www.workforcesolutionsrca.com

## SOUTH PLAINS

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

## SOUTH TEXAS

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

## SOUTHEAST TEXAS

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

## TARRANT COUNTY

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

## TEXOMA

Board Expenditures: \$7,936,647\*  
Number of Workforce Solutions Offices: 3  
903-957-7408  
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

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

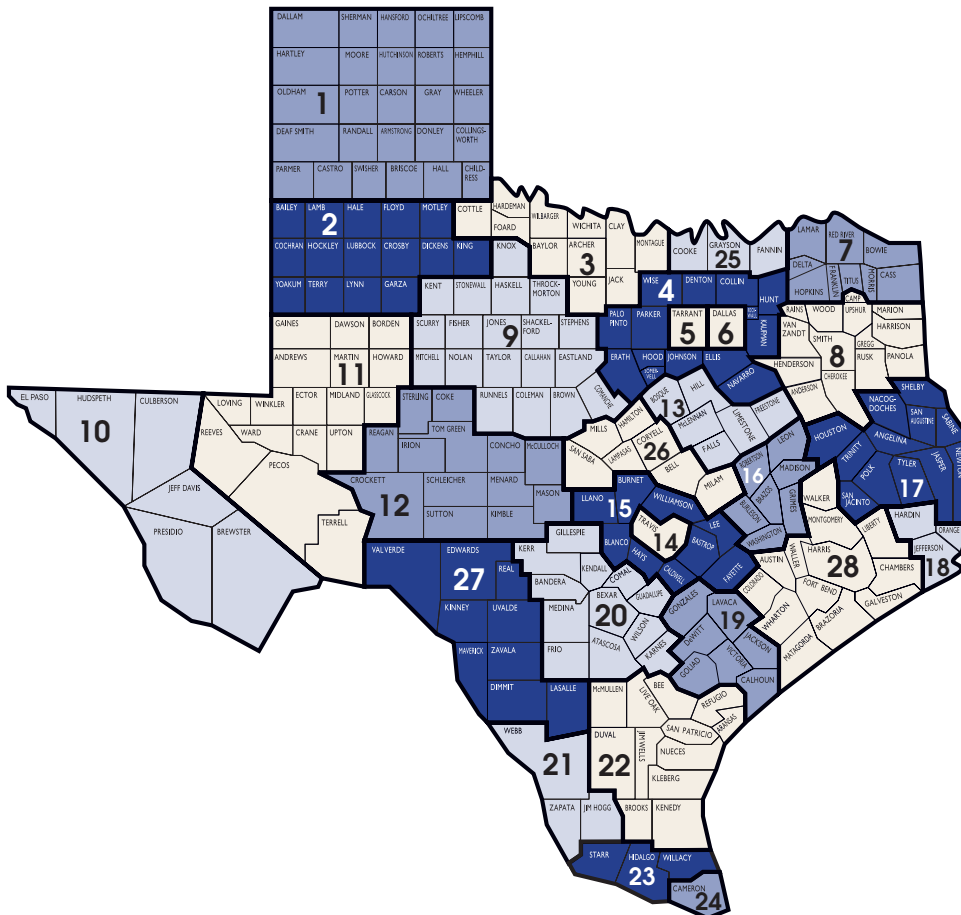


# Finding Workforce Solutions of Texas

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

## Local Workforce Development Boards Map

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



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

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

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

- Put Texans to work (connected job seekers to employers)
- Partner with employers to develop worker training and education models
- Host business and industry roundtables and events to identify employer needs
- Partner with economic development entities to address community workforce needs
- Adapt technology to make services mobile to reach rural communities Develop programs to promote literacy and achievement of a high school diploma or its equivalent
- Coordinate efforts with military installations to assist service members transitioning to civilian work
- Partner with community colleges to create training opportunities to supply workers with in-demand skills
- Develop innovative solutions and technology advances with models that can be shared and replicated across the state
- Create training opportunities for incumbent workers to advance in employment and improve skills in local workforce pool
- Provide human resource services for employers in their communities
- Develop student programs and internship opportunities and work with local school districts to prepare students for work
- Organize and serve on collaborative teams with local leaders and industry representatives
- Promote in-demand careers to students and job seekers
- Develop educational programs to promote literacy, financial wisdom and to provide tax preparation assistance
- Offer soft skills training and networking opportunities for job seekers to help them prepare for and find employment
- Provide rapid response services to quickly assist workers affected by mass layoffs
- Help place job seekers with disabilities in competitive jobs
- These are just some of the many ways that the Workforce Solutions network served the workforce people of Texas.



## Civil Rights Division

### Protecting Civil Rights in Employment

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

### Ensuring Fair Housing for Texans

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

## Collaborating with Other State Agencies

### Texas Department of Criminal Justice

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

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

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



(P-TECH)/Industry Cluster Innovative Academy (ICIA) Program.

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

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

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

## Texas Office of the Attorney General

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

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

In FY 2020, TWC conducted 38,767 new hire investigations and established \$16,556,168 in overpayments; the national new hire overpayment was \$4,875,157, and the state new hire overpayment was \$11,690,011.

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

## Texas Department of Family and Protective Services

TWC works with the Texas Department of Family and Protective Services to provide child care services to children in foster care or in the custody of Child Protective Services.

## Texas Veterans Commission

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

## Texas Workforce Investment Council

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

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

## Texas Department of Housing and Community Affairs

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

## Texas Health and Human Services Commission

TWC continues to partner with HHSC to ensure ongoing communication and coordination between legacy DARS programs now administered by one of the two agencies. These include Blind Children's Vocational Discovery and Development, Comprehensive Rehabilitation Services, and Independent Living Services programs at HHSC, and the VR and Independent Living Services for Older Individuals Who are Blind programs at TWC. In addition, the Texas Health and Human Services' Child Care Licensing Regulation Division regulates and monitors child care facilities across Texas to protect the health, safety and well-being of children, including those receiving subsidized child care.

## Texas School for the Blind and Visually Impaired

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

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

## Texas School for the Deaf

As a close community partner, TWC collaborates and contracts with the Texas School for the Deaf to serve its students as they prepare to transition to postsecondary school or employment. A TWC Vocational Rehabilitation Transition Counselor is available onsite to help students navigate career and education options. TWC has also provided grant funding to the school in support of career-readiness and job-training opportunities. Programs include weeklong residential camps in Science, Technology, Engineering, Math (STEM), college preparatory camps, as well as extended school programs that allow students to develop independent decision-making and leadership skills. These programs are designed to help students who are Deaf or Hard of Hearing make progress toward their career goals and future employment.





# State of Texas Unemployment Compensation Fund<sup>1</sup>

## For Years Ending August 31, 2016 through 2020

For all data, amounts are in millions. Parentheses indicate negative amounts.

	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
<b>Total Net Position at September 1st</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>REVENUES:</b>					
Unemployment Taxes	\$ 2,044.4	\$ 2,482.2	\$ 2,410.2	\$ 2,293.0	\$ 1,989.5
Federal Revenues <sup>2</sup>	91.5	83.6	83.5	56.6	19,754.9
Contributions from Directly Reimbursing Employers	65.3	62.1	78.8	55.9	128.1
Reimbursement for Out-of-State Claimants	92.6	88.3	76.1	80.4	124.0
Obligation Assessment <sup>3</sup>	325.3	205.7	-	-	
Interest Income	31.0	21.8	28.7	44.3	34.0
<b>Total Revenues</b>	<b>\$ 2,650.1</b>	<b>\$ 2,943.7</b>	<b>\$ 2,677.3</b>	<b>\$ 2,530.2</b>	<b>\$ 2,030.5</b>
<b>EXPENDITURES:</b>					
State Unemployment Benefits	\$ (3,049.7)	\$ (2,599.4)	\$ (2,159.8)	\$ (2,016.0)	\$ (8,326.7)
Federal Unemployment Benefits					(19,691.4)
Benefits Paid to Former Federal Employees and Individuals Affected by Trade Agreements/Natural Disasters <sup>2</sup>	(91.6)	(83.6)	(83.5)	(56.6)	(63.5)
Interest Expenses <sup>4</sup>	(4.5)	(1.9)	\$ -		
<b>Total Expenditures</b>	<b>\$ (3,145.8)</b>	<b>\$ (2,684.9)</b>	<b>\$ (2,243.3)</b>	<b>\$ (2,072.6)</b>	<b>\$ (28,081.6)</b>
<b>TRANSFERS:</b>					
Employment and Training Investment Assessment	\$ -	\$ 189.1	\$ -	\$ -	
<b>NET TRANSFERS:</b>	<b>\$ -</b>	<b>\$ 189.1</b>	<b>\$ -</b>	<b>\$ -</b>	
<b>Total Net Position at August 31st</b>	<b>\$ 982.5</b>	<b>\$ 1,430.4</b>	<b>\$ 1,864.4</b>	<b>\$ 2,322.0</b>	<b>\$ (3,729.1)</b>
<b>Net Position Restricted For:</b>					
Unemployment Trust Fund	\$ 1,187.0	\$ 1,430.4	\$ 1,864.4	\$ 2,322.0	(3,729.1)
Debt Retirement for Unemployment Revenue Bonds	(204.5)	-	-	-	
<b>Total Net Position at August 31st, as above</b>	<b>\$ 982.5</b>	<b>\$ 1,430.4</b>	<b>\$ 1,864.4</b>	<b>\$ 2,322.0</b>	<b>\$ (3,729.1)</b>

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

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

<sup>3</sup> Due to the Coronavirus (COVID-19) pandemic Texas experienced unprecedented high unemployment. This resulted in equally unprecedented payment of State and Federal unemployment benefits between March and August 2020. Under Title XII of the Social Security Act, the Texas Workforce Commission has requested and received advances from the Federal Unemployment Account to continue to pay unemployment benefits

# Appendices

## CRD Appendix I. Statewide Agencies New Hires and Workforce Summary

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

*Statewide Agency Reporting Group New Hires for September 1, 2019 – August 31, 2020*

	JOB CATEGORY	Total Number of New Hires	Total Number of African Americans	Total Number of Hispanic Americans	Total Number of Females	Total Number of Others
A	OFFICIALS/ ADMINISTRATORS	2,037	250	257	1,151	488
C	ADMINISTRATIVE SUPPORT	10,282	1,687	3,515	7,665	1,977
M	SERVICE/ MAINTENANCE	2,751	746	875	1,323	217
P	PROFESSIONALS	29,210	3,278	5,243	16,721	7,904
Q	PARA- PROFESSIONAL	5,468	2,234	1,530	3,670	220
R	PROTECTIVE SERVICES	11,340	4,356	2,632	5,761	658
S	SKILLED/CRAFT	1,417	143	364	103	89
T	TECHNICIANS	8,645	1,475	2,187	5,284	1,975
	<b>TOTALS</b>	<b>71,150</b>	<b>14,169</b>	<b>16,603</b>	<b>41,678</b>	<b>13,528</b>

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

	JOB CATEGORY	Total Number of New Hires	Total Number of African Americans	Total Number of Hispanic Americans	Total Number of Females	Total Number of Others
A	OFFICIALS/ ADMINISTRATORS	24,339	2,921	3,826	13,560	3,140
C	ADMINISTRATIVE SUPPORT	45,751	8,390	15,440	37,397	4,660
M	SERVICE/ MAINTENANCE	13,986	3,377	5,057	6,257	789
P	PROFESSIONALS	184,423	20,851	31,450	105,558	37,881
Q	PARA- PROFESSIONAL	20,696	7,669	6,060	14,940	603
R	PROTECTIVE SERVICES	52,546	18,884	12,985	25,205	1,632
S	SKILLED/CRAFT	10,395	891	2,791	837	460
T	TECHNICIANS	42,167	7,819	11,094	25,759	7,049
	<b>TOTALS</b>		<b>70,802</b>	<b>88,703</b>	<b>229,513</b>	<b>56,214</b>

## CRD Appendix 2. Employment Discrimination Complaints

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

The following table illustrates the basis of employment complaints received both statewide and by CRD in FY 2020. Both by CRD and Statewide, retaliation was the most common basis for employment complaints in FY 2019 and FY 2020. In FY 2020, the number of complaints filed statewide decreased from 7,480 to 3,190. For CRD there was an increase in complaints filed from 1,324 to 2,735.

Civil Rights Division			Statewide		
Basis	#	%	Basis	#	%
Retaliation	639	54.9	Retaliation	784	55.1
Sex	370	31.8	Sex	446	31.4
Race	373	32.1	Race	453	31.9
National origin	293	25.2	National origin	321	22.6
Disability	404	34.7	Disability	503	35.4
Age	327	28.1	Age	376	26.4
Color	287	24.7	Color	291	20.5
Religion	42	3.6	Religion	46	3.2
Genetic information	0	0	Genetic information	0	0
<b>Total Filed*</b>	<b>2735</b>		<b>Total Filed*</b>	<b>3190</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%.*



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

Table 2 illustrates the issues received and types of closures by CRD and statewide in FY 2020, discharge and harassment were the most common issues for employment discrimination complaints filed with CRD and Statewide.

Civil Rights Division			Statewide		
Issue	#	%	Issue	#	%
Discharge	773	24.8	Discharge	915	24.3
Harassment	684	22	Harassment	738	19.6
Terms and Conditions	564	18.1	Terms and Conditions	718	19.1
Discipline	208	6.7	Discipline	265	7
Other	4	0.1	Other	4	0.1
Wages	74	2.4	Wages	89	2.4
Reasonable Accommodation	244	7.8	Reasonable Accommodation	300	8
Sexual Harassment	121	3.9	Sexual Harassment	143	3.8
Suspension	48	1.5	Suspension	62	1.6
Demotion	100	3.2	Demotion	113	3
Constructive Discharge	88	2.8	Constructive Discharge	113	3
Promotion	77	2.5	Promotion	90	2.4
Hiring	39	1.3	Hiring	51	1.4
Training	35	1.1	Training	41	1.1
Layoff	27	0.9	Layoff	32	0.9
Total	3112	--	Total	3759	--

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%.

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

Table 3 illustrates the most common type of closure for employment cases closed by CRD no reasonable cause for discrimination. In FY 2020, CRD closed 948 employment complaint investigations, as compared with 1,155 in FY 2019 and 977 in FY 2018.

Civil Rights Division			Statewide		
Type	#	%	Type	#	%
Administrative Closures	411	43.3	Administrative Closures	428	37.8
No Cause Finding	358	37.8	No Cause Finding	493	44
Settlement	28	3	Settlement	30	2.6
Withdrawal w/ Benefits	151	16	Withdrawal w/ Benefits	181	16
Successful Conciliation	0	0	Successful Conciliation	0	0
Unsuccessful Conciliation	0	0	Unsuccessful Conciliation	0	0
<b>Total</b>	<b>948</b>	<b>--</b>	<b>Total</b>	<b>1133</b>	<b>--</b>
Cause Finding		0	--	Cause Finding	0

-- **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.

## CRD Appendix 3. Housing Discrimination Complaints

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

The following table demonstrates the basis of housing complaints received both by CRD and statewide. In FY 2020, as in the past three fiscal years, disability, followed by race, were the most common bases of housing complaints filed with CRD and statewide.

Civil Rights Division			Statewide		
Basis	#	%	Basis	#	%
Disability	127				
38	62%	Disability	269	63.5%	
Race	66	32.35%	Race	123	29%
National origin	15	7.3%	National origin	32	7.5%
Sex	24	11.7%	Sex	44	10.4%
Retaliation	15	7.3%			
	Retaliation	34	8%		
6.3%					
Familial Status	15	7.3%	Familial Status	27	6.3%
Color	0	0%	Color	2	<1%
Religion	2	<1%	Religion	5	1%
Total Filed*	204	--	Total Filed*	423	

--\*Note: CRD numbers are a subset of the statewide numbers. CRD total complaints increased from 169 in FY 2019 to 204 in FY 2020, a 20% increase. Since some complaints filed involve multiple bases, the columns listing the number of complaints does 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%.

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

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

Civil Rights Division			Statewide		
Issue	#	%	Issue	#	%
Discriminatory terms, conditions, privileges, or services and facilities	187	92%	Discriminatory terms, conditions, privileges, or services and facilities	391	92%
Discriminatory refusal to rent	74	36%	Discriminatory refusal to rent	156	37%
Failure to make reasonable accommodation	91	45%	Failure to make reasonable accommodation	202	48%
Discriminatory acts under Section 818 (coercion, Etc.)	51	25%	Discriminatory acts under Section 818 (coercion, Etc.)	101	24%
Discriminatory advertising, statements and notices	18	8.8%	Discriminatory advertising, statements and notices	29	7%
Otherwise deny or make housing unavailable	7	3.4%	Otherwise deny or make housing unavailable	15	3.5%
False denial or representation of availability	0	0%	False denial or representation of availability	5	1%
Failure to permit reasonable modification	13	6%	Failure to permit reasonable modification	19	4%
Discriminatory refusal to sell	1	<1%	Discriminatory refusal to sell	1	<1%
Other discriminatory acts	3	1%	Other discriminatory acts	11	3%
Discriminatory financing (includes real estate transactions)	3	1%	Discriminatory financing (includes real estate transactions)	3	<1%
Non-compliance with design and construction requirements (handicap)	0	0%	Non-compliance with design and construction requirements (handicap)	3	<1%
Steering	1	<1%	Steering	2	<1%
Filed Cases	204	--	Filed Cases	423	

--\*Note: CRD numbers are a subset of statewide numbers. Since some complaints filed involve multiple issues, the columns listing the number of complaints does 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%.



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

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

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

Civil Rights Division			Statewide		
Type	#	%	Type	#	%
No cause determination	171	60%	No cause determination	261	52%
Conciliation/settlement successful	85	29.82%	Conciliation/settlement successful	181	36%
Complaint withdrawn by complainant after resolution	6	2.1%	Complaint withdrawn by complainant after resolution	26	5%
Dismissed for lack of jurisdiction					
	4	<1%	Dismissed for lack of jurisdiction	8	1.5%
Complainant failed to cooperate	9	3%	Complainant failed to cooperate	15	3%
Complaint withdrawn by complainant without resolution	10	3.5%	Complaint withdrawn by complainant without resolution	13	2.5%
Dismissed for lack of jurisdiction	4	<1%	Dismissed for lack of jurisdiction	8	1.5%
Complainant failed to cooperate	9	3%	Complainant failed to cooperate	15	3%
Complaint withdrawn by complainant without resolution	10	3.5%	Complaint withdrawn by complainant without resolution	13	2.5%
<b>Total</b>	<b>285</b>	<b>--</b>	<b>Total</b>	<b>504</b>	<b>--</b>

## CRD Appendix 4. State Agency Policy Reviews & Discrimination Complaints

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

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

Pursuant to Sec 21.556 of the Texas Labor Code, a state agency that receives three or more complaints of employment discrimination in a fiscal year, other than complaints determined to be without merit, shall provide a comprehensive EEO training program to appropriate supervisory and managerial employees. No state agency received three complaints other than without merit in FY 2020. All the complaints involved disability as an issue and the most common issue was discharge and reasonable accommodations. Many of the complaints were settled. (See Tables 8 through 10 on next pages).

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

Category of Non-Compliance	FY 2018	%	FY 2019	%	FY 2020	%
Hiring and Recruitment Plan	29	47	11	28	18	47
Performance Evaluations	8	13	9	23	3	8
Reasonable Accommodations	3	5	7	18	6	16
EEO Training	22	35	12	31	11	29
<b>Totals</b>	<b>62</b>	<b>--</b>	<b>39</b>	<b>--</b>	<b>38</b>	<b>--</b>

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

Basis	#	%
Retaliation	10	62%
Race	3	18%
Sex	5	31%
Age	3	18%
Disability	6	37%
National Origin	1	6%
Color	0	0%
Religion	0	0%
Genetic Information	0	0%
Other	6	37%

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

Issue	#	%
Harassment	3	18%
Discharge	8	50%
Terms/Conditions	3	18%
Promotion	0	%
Hiring	2	12%
Discipline	0	0%
Wages	2	12%
Demotion	1	6%
Reasonable Accommodations	3	18%
Sexual Harassment	1	6%
Layoff	0	0%
Benefits	0	0%
Language/Accent Issue	0	0%
Other	0	0%



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

Type of Closure	#	%
Withdrawal with Benefits	13	81%
Settlement with Benefits	1	6%
Conciliation Failure	2	12%

# Texas Workforce by the Numbers



**Large Employer of the Year** awardee:  
Doctors Hospital at Renaissance Health System



**Veteran Friendly Employer of the Year:**  
Xcel Energy



**Small Employer of the Year** awardee:  
Research Advanced Methods Incorporated



**14 Million Workers** in Texas



**28 Local Employers** of  
Excellence



**28 Local Workforce**  
Development Boards



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



**1,200 Employment and housing**  
discrimination investigations  
conducted



**1,552 Child labor**  
investigations conducted



**7,331 Apprentices**  
received training



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



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



**565,000 Employers** doing  
business in Texas



**2.6 Million Small Businesses**



**Over 1.5 Million Job seekers** received  
employment services through self-service  
or staff assistance



**\$40,461,314 Child care matching**  
amount secured by local workforce  
development boards



**\$82,706,048 Federal child care amount**  
matched using amounts secured by local  
workforce development boards



**\$2,561,819,296 Operating budget** for  
the Texas Workforce Commission



**\$30,138,406,306** Amount of total,  
regular emergency and extended  
unemployment benefits paid

