

# Texas Workforce Commission

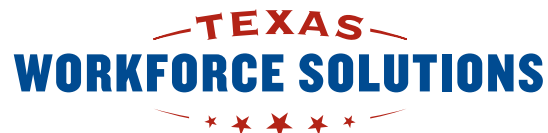


## 2011 Annual Report



## ***Texas Workforce Commission Mission***

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



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**THE HONORABLE RICK PERRY**  
**THE HONORABLE DAVID DEWHURST**  
**THE HONORABLE JOE STRAUS, III**  
**MEMBERS OF THE TEXAS LEGISLATURE**

Texas prides itself on being one of the best states in the nation to do business, find employment opportunities, and pursue economic development projects. Texas Workforce Solutions, comprised of the Texas Workforce Commission (TWC) and the 28 local Workforce Boards, leads a market-driven workforce system that fosters job growth through partnerships with workforce professionals, local economic development groups, educators and employers.

The Milken Institute identified four Texas metropolitan areas among the top five on its list of “Best-Performing Cities 2011” based partly on the number of new jobs created over the past five years, indicating that these efforts are bearing fruit. In addition, a recent *Forbes* magazine report recognized Texas as the number one state for job growth over the next five years as forecast by the research firm Moody’s Analytics.

Texas Workforce Solutions has helped our state lead the nation in job growth in its effort to ensure a skilled workforce is available to the nearly 460,000 employers in Texas and to provide business services that help employers identify and keep qualified workers. Services such as applicant identification and screening and worker training are essential to continuing the trends and favorable business climate that drew new businesses to our state and brought more than 250,000 nonagricultural jobs to Texas between September 2010 and September 2011.

These job gains were across a broad variety of industries. Trade, Transportation, and Utilities and Professional Business Services industries saw a combined addition of 113,000 jobs, leading the growth in Service-Providing industries. Mining and Logging, Construction, and Manufacturing combined for the addition of an estimated 94,800 jobs in Goods-Producing industries. Texas Workforce Solutions worked with businesses in these and other industries to develop competitive workforce development strategies in order to continue this job-growth trend.

Texas Workforce Solutions also supports initiatives that lead to employment opportunities and economic prosperity for the individuals who make up the Texas

labor force—now more than 12.3 million strong.

Despite Texas’ impressive job growth, the national economic downturn continued to impact our state as more than 500,000 individuals filed first-time Unemployment Insurance (UI) claims during the state fiscal year. In FY 2011, Texas Workforce Solutions served job seekers, including those individuals who were unemployed through no fault of their own, with employment services such as job-search assistance and access to training. Last year, more than one million job seekers who received services from the workforce system in Texas were able to connect with Texas employers. In addition, nearly 160,000\* local employer establishments received workforce services from the workforce system in Texas.

Creative initiatives like the *Texas Back to Work* program, recognized by the U.S. Department of Labor with a national workforce award, and the state-funded Skills Development Fund training program have proven beneficial to both employers and workers. More than 20,000 unemployed individuals returned to full-time

## a message from the Commissioners

employment through the *Texas Back to Work* initiative since its inception in March 2010. To date, employers who hired participating job seekers have received more than \$22 million in hiring incentives to offset initial employment and training costs.

Another TWC initiative, the College Credit for Heroes program, was signed into law this summer. This workforce development initiative is designed to recognize the exceptional knowledge and skills gained by military service members and award them college credits for their military experience, allowing these veterans to more easily re-enter the workforce.

In addition, some 3,000 veterans returning from Iraq and Afghanistan were assisted by the Texas Veterans Leadership Program. These former soldiers received peer-to-peer mentoring as they sought to return to the civilian workforce.

Skills Development Fund job-training grants, another win-win program for employers and workers, have provided valuable in-demand skills for more than 20,000 new and existing workers on average in each of the past five years. Skills Development Fund grants have assisted an annual average of 186 employers a year with their

customized training needs through partnerships with local community colleges and eligible training providers during that five-year period.

Protecting the Unemployment Compensation Trust Fund for qualifying benefit recipients and maintaining optimal tax rates for the employers who pay into the fund also are vital TWC responsibilities. By utilizing a public bond sale strategy and suspending the deficit tax component of the tax rate, TWC minimized the Calendar Year (CY) 2011 employer tax rate increase. In fall 2010, TWC issued \$2.1 billion in low-interest revenue bonds. The strategy, which was supported by employer groups across the state, held employer tax rates to the lowest possible level while still supporting the demands on the fund. As a result, the average unemployment tax rate for all employers will decrease for CY 2012. In addition, TWC has continued diligent oversight of the fund by streamlining benefit payment processes and maintaining stringent fraud prosecution efforts, helping return millions to the fund. More than \$4 million in fraudulently obtained benefits was returned to the fund as a result of these efforts.

Workforce Solutions staff at offices across the state also provided Rapid Response services to teachers and many other private and public sector employees who were affected by layoffs during the year. In some cases, mobile workforce units were dispatched to

employer sites to more easily and efficiently serve these individuals with unemployment, job-search, and referral services. TWC also partnered with the Texas Education Agency to provide online resources to help teachers find new employment opportunities and, in some cases, help in their transition to non-teaching careers.

Mobile workforce units also were dispatched to assist those whose jobs were impacted by Hurricane Alex and the severe wildfires that devastated portions of our state.

TWC stands poised to aid the economic recovery by encouraging the continued growth of Texas' private-sector jobs and strengthening efforts to put Texans back to work.

Under the direction and support of the Governor and the Legislature, TWC is pleased to provide these and other quality services to the individuals, businesses, and communities of Texas. We are proud to present this report of our achievements and appreciate your continued support.

*\*This number counts total employer establishments/locations which have received services out of the 563,089 which exist in Texas.*



*Tom Pauken*

Tom Pauken, TWC Chairman



*Ronald G. Congleton*

Ronald G. Congleton,  
TWC Commissioner  
Representing Labor



*Andres Alcantar*

Andres Alcantar,  
TWC Commissioner  
Representing the Public

TWC in coordination with 28 local workforce development boards, form Texas Workforce Solutions, a partnership that administers state and federal workforce programs throughout the state. These programs allow for locally-driven innovative solutions to the workforce needs of Texas businesses.

## ...through Business Services Units

Representatives from local workforce development boards outreach to businesses and economic development entities within each community to form partnerships that help identify and serve the needs of local employers. Each Business Services Unit collaborates through these local partnerships to help identify the long- and short-term needs of area employers and find innovative ways to serve these needs. From hosting job fairs to screening job applicants to conducting worker training programs, workforce development boards leverage Workforce Investment Act (WIA) funds and other federal and state funding sources to help employers locate in Texas, expand their operations, or avoid laying off workers. Nearly 160,000 employers were provided these services in FY 2011.

### PROGRAM HIGHLIGHT: LINK PUBLIC TRANSPORTATION SERVICE

Workforce Solutions Heart of Texas (Heart of Texas) partnered with Waco Transit to develop the *LINK* between Waco businesses and workers from rural communities. To address recruitment barriers, absenteeism, and high employee turnover, particularly for second-shift jobs, Heart of Texas sought a Federal Transit Administration Job Access and Reverse Commute grant to support the creation of a public transit system with late evening service to rural communities. Heart of Texas secured financial contributions from 14 partners to meet the required local grant match. Today, the service provides more than 1,500 monthly trips and is already helping to decrease absenteeism for area employers.



## ...with Skills Development Fund grants

The Texas Legislature allocates funding to the Skills Development Fund (Skills) to support partnerships between local public community or technical colleges and employers with specific skill needs. This job-training program helps ensure that the workers in Texas have the skills that are in demand by today's employers and help Texas businesses maintain a competitive edge in the global marketplace. Skills grants have created or upgraded an average of more than 20,000 jobs each year over the past five years, and workers have received an average hourly wage of \$22.61 after receiving the training provided by Skills grants. These grants assisted an average of 186 Texas employers with their customized training needs during that five-year period. A complete program overview is available online: <http://skills.texasworkforce.org>.



## PROGRAM HIGHLIGHT: TSTC MARSHALL PROVIDES SKILLS TRAINING

Texas State Technical College (TSTC) Marshall partnered with Weatherford U.S., L.P. to provide job training using a \$202,620 Skills grant. The grant is being used to custom train 200 Weatherford employees with critical thinking and analytical skills which aim to increase worker productivity and responsiveness to future technological changes, and to decrease equipment malfunctions and workplace accidents. The goals of the project are to upgrade the skills of current employees, update curriculum to reflect technological changes in the oil and gas industry, and enhance training to include simulations and computer-based instructional technology. The project will be the basis of a new Workforce Simulation Center for future technical training that will benefit at least 50 employers in the East Texas area by allowing students to experience and troubleshoot problems in a safe, controlled environment.



## ...by serving the specialized needs of small businesses



More than 430,000 businesses in Texas employ 100 or fewer workers and these employers are vitally important to the Texas economy. An innovative new program known as Skills for Small Business extends the benefits of Skills grants to meet the needs of these smaller employers. Companies select courses provided by their local public community or technical colleges that will help improve the skills of their employees and help the business grow and succeed. Skills for Small Business finances tuition and fees for courses for current and newly hired employees, successfully merging small business needs and local training opportunities into a winning formula for putting people to work in Texas. More information about the Skills for Small Business program is available online: <http://ssb.texasworkforce.org>.



In addition, TWC teamed up with the Office of the Governor's Economic Development and Tourism division and other local economic development partners throughout Texas to present a series of Governor's Small Business Forums. Representatives from approximately 700 small businesses attended the 33 events, which were held in cities and towns throughout

Texas. Attendees were provided with valuable information about programs and services of benefit to them and their employees.

## ...by helping employers put *Texas Back to Work*

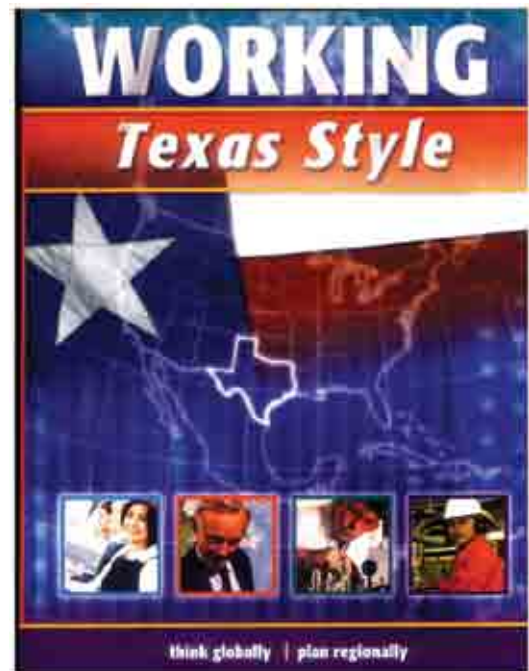
More than 4,000 employers received incentives for hiring qualified out-of-work Texans through the *Texas Back to Work* initiative, since the program's inception in March 2010. The award-winning program offered employers up to \$2,000 for hiring and retaining workers who were first-time unemployment benefits recipients. The incentives helped employers offset costs associated with hiring and training new employees and helped more than 20,000 unemployed Texans return to the workforce. The program was recognized by the U.S. Department of Labor (DOL) and the National Association of State Workforce Agencies with the Unemployment Insurance Innovation Award for Re-employment. To view a video with employer testimonials about this program click [here](#). Information for employers interested in learning more about *Texas Back to Work* can be found online: [www.tbtw.texasworkforce.org](http://www.tbtw.texasworkforce.org).

### PROGRAM HIGHLIGHT: TEXAS BACK TO WORK

Workforce Solutions Upper Rio Grande (Upper Rio Grande) helped combat a regionally high unemployment rate and the economic downturn by marketing the *Texas Back to Work* program to local employers and job seekers. To date, Upper Rio Grande has contracted with 187 employers to participate in the program. Together, these employers have hired 1,087 previously unemployed workers. Of those, nearly 55 percent have successfully completed 120 days of employment, which yields the full \$2,000 *Texas Back to Work* benefit for the employer. Employers have cited a reduction in training costs associated with new hires due to *Texas Back to Work* incentives.

## ...by providing critical labor market and career information

TWC's Labor Market and Career Information division provides tools that support business development efforts and provide key industry trend information. Employers can track the future outlook for occupations in Texas, obtain current economic news and numbers, and learn from labor market experts about the regional outlook and economic development trends. The division produces a number of online tools and publishes several publications that provide valuable economic development information. New during FY 2011 is a book entitled *Working Texas Style*, which identifies long-term trends and business transformations affecting labor supply and demand in Texas. TWC's labor market information can be accessed online: [www.lmci.state.tx.us](http://www.lmci.state.tx.us).



## ...by protecting employer investment in the Unemployment Compensation Trust Fund

Prevention, detection, and elimination of fraud, waste, and abuse in the Unemployment Insurance program are top priorities, ensuring that unemployment benefits paid from the employer-supported Unemployment Compensation Trust Fund are available exclusively to those who meet the eligibility requirements. In FY 2011, TWC's Regulatory Integrity Division worked with local district attorney offices and other enforcement agencies to recover more than \$4 million in fraudulently obtained unemployment benefits. The division performs the crucial task of detecting and preventing fraud, waste, and abuse for all regulatory statutes within the jurisdiction of the agency, including Tax, Workforce, Trade Act, Skills Development, Self-Sufficiency, Child Care, and all other programs that TWC administers.

## ...through online job-matching resources like WorkInTexas.com

TWC's comprehensive online job resource [WorkInTexas.com](http://WorkInTexas.com) offers free services for both employers and job seekers. The site offers employers a Texas-sized talent pool with access to résumés, recruiting tools, labor market information, and customer support services. Since its launch in 2004, more than 1.1 million jobs have been posted on the site. In FY 2011, 45,196 employers signed up to list their jobs and more than 360,000 openings were posted on [WorkInTexas.com](http://WorkInTexas.com). More than 900,000 job seekers registered with the site and a total of 1.65 million job seekers were served during the year. In addition, TWC added enhancements to the site, which will link even more job seekers to [WorkInTexas.com](http://WorkInTexas.com) postings. A new connection with the powerful search engine [Texas.jobs](http://Texas.jobs) and the creation of [WorkInTexas.jobs](http://WorkInTexas.jobs) means that [WorkInTexas.com](http://WorkInTexas.com) job postings also appear in online searches, making them easily viewable on smartphones and other mobile devices and allowing access via social media links. To view a video describing the interactive functions of the new enhancements please click [here](#).



## ...with a Shared Work option to avoid losing well-trained workers

The Shared Work unemployment compensation program helps employers retain good workers even when workforce reductions become necessary. Under Shared Work, an employer reduces employee hours but the employee retains his or her job. The employee can also qualify for a portion of regular unemployment benefits. Shared Work allows employees to offset reduced wages and employers to keep good workers during down times while minimizing the burden on the UI Trust Fund. During FY 2011, 240 employers and nearly 16,000 workers benefited from the program.



## PROGRAM HIGHLIGHT:

### SHARED WORK PROGRAM AND SKILLS DEVELOPMENT FUND GRANT

To help Berry Plastics in Victoria avert layoffs or plant closure, Workforce Solutions Golden Crescent worked with corporate officials and Victoria College to develop a job-training program using a \$178,013 Skills Development Fund grant, which has served 224 employees. The training allowed the employer to compete in new markets and expand current capacity. In addition, the company participated in TWC's Shared Work program and not only avoided layoffs, but is projecting growth and potential hiring in 2012.

## ...by assisting employers with Work Opportunity Tax Credit certifications

The federal Work Opportunity Tax Credit (WOTC) is a benefit available to businesses who hire from among select groups of employees allowing them to reduce their federal business income tax liability. The program serves as an incentive for employers to select job candidates who may be disadvantaged in their efforts to find work. TWC assists employers by certifying those hired as eligible for the WOTC benefit. In FY 2011, TWC helped employers identify nearly \$262 million in potential tax savings. More information about the WOTC tax credit is available online: [www.texasworkforce.org/svcs/wotc/wotc.html](http://www.texasworkforce.org/svcs/wotc/wotc.html).

## ...by providing specialized services for those in agriculture and related industries

Recognizing that agricultural employers in Texas have unique employment needs, TWC provides a number of services specifically designed for these specialized needs. TWC's Agricultural Services Unit, in partnership with the 28 local Workforce Solutions offices, offers agricultural industry employers skilled workers, industry training, and access to critical labor market information along with information on employment laws and requirements, unemployment insurance and taxes, resources for small businesses, and tax credits.

In some cases, agricultural employers may be unable to fill a local seasonal job opportunity due to a shortage of U.S. workers. When a shortage of domestic workers is anticipated, TWC assists employers with temporary agricultural and nonagricultural job postings for recruitment of U.S. workers to fill those jobs first. TWC also reviews temporary employment applications for foreign workers in compliance with the U.S. Department of Labor (DOL) regulations and policies/procedures, conducts annual agricultural wage surveys on behalf of DOL, and conducts housing inspections required by DOL for agricultural employers filing applications for temporary foreign workers.



## ...by providing wage and labor law information

TWC strives to keep Texas employers informed about the ever-changing landscape of labor law. TWC helps ensure the success of businesses operating in the state by hosting Texas Business Conferences where the latest information about employment and laws affecting business is presented. More than 56,000 business representatives attended the 10 conferences held throughout the state in FY 2011. Topics discussed at the events included: Texas employment law and 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. The TWC Labor Law staff educates the general public about the Texas Payday Law, the Texas Child Labor Law, and the Texas Minimum Wage Act through presentations to employer organizations, educational service centers, workforce boards, and more.

## ...by recognizing outstanding Texas employers

TWC recognizes one outstanding Texas employer each year with the prestigious Workforce Solutions Employer of the Year award. The award recognizes a private-sector employer or employer consortium that is actively involved with Texas Workforce Solutions and as a result, has benefitted other employers, workers, and its community. The chosen company must support the Texas workforce system's goal of ensuring that both employers and workers have the resources and skills that Texas needs to remain competitive in the 21st century. This year's winner is NorthGate Constructors, nominated by Workforce Solutions Greater Dallas.

### SPOTLIGHT

#### *Texas Workforce Solutions 2011 Employer of the Year: NorthGate Constructors*

NorthGate Constructors is a joint venture between Kiewit Texas Construction L.P. and Zachry Construction Corporation to implement the Dallas-Fort Worth (DFW) area's DFW Connector project, which is a \$1.2 billion effort to improve mobility and safety through a key regional transportation corridor. The joint venture is a partner in Workforce Solutions Greater Dallas' (Greater Dallas) Infrastructure Cluster Initiative, which was established to support a growing regional sector of large-scale infrastructure projects.

NorthGate Constructors and Greater Dallas teamed up to hire nontraditional employees. Through this partnership, NorthGate Constructors has hired 51 employees with an additional 25 offers of employment extended. Among new hires, 22 percent are women, 47 percent were previously collecting unemployment benefits, 33 percent were eligible under the *Texas Back to Work* program, and 22 percent are veterans. Additionally, NorthGate Constructors hired three ex-offenders and one individual with disabilities.

NorthGate Constructors has provided training opportunities for entry-level employees to improve their skills and increase their on-the-job responsibilities. This training has empowered underserved populations to help them gain access to long-term career opportunities.



Providing high-quality programs that will help individuals find employment opportunities or gain skills that will help them advance their careers is one of the most important functions of Texas Workforce Solutions. Job-search assistance, access to training, transportation, childcare, and unemployment benefits are among the many services that TWC and Workforce Solutions provide.

## ...with employment services

More than one million job seekers who received employment services from the workforce system in Texas were able to find employment in FY 2011. The 28 workforce development boards operate 204 Workforce Solutions offices which provide services at no cost to those seeking work. These career centers offer a variety of job-search resources, tools for people with disabilities, and networking opportunities. The centers often offer workshops, host job fairs, and perform other services to assist job seekers in their efforts to find employment.

### PROGRAM HIGHLIGHT:

#### PENNCRO ASSOCIATES INC. HIRING SERVICES

PennCro Associates Inc. was able to hire more than 500 workers for their new Bryan facility as a result of the efforts of Workforce Solutions Brazos Valley (Brazos Valley). Brazos Valley provided screening, referral of qualified applicants, and workforce center facilities for processing applications. When inclement weather prevented PennCro representatives from traveling to a job fair hosted by Brazos Valley, workforce center staff stepped in and screened more than 650 applicants, ultimately helping the company open their facility on time.



## ...with training and apprenticeship opportunities

More than 56,000 Texans were able to obtain new job skills through training opportunities funded through the Workforce Investment Act (WIA), the Skills Development Fund, the TWC Apprenticeship Training Program, and other programs administered by TWC. WIA training is available to dislocated workers, disadvantaged youth, and

unemployed or low-wage earning adults. Apprenticeship programs combine structured on-the-job training with related classroom instruction, which prepares Texas workers for occupations in high-demand skilled trades. Individuals who successfully complete a registered apprenticeship can become certified and skilled journey workers. In 2011, the Texas legislature budgeted \$1,581,140 for apprenticeship training programs. TWC dedicated an additional \$2 million of WIA funding for the 2010–2011 biennium, \$1 million per year for apprenticeships. In FY 2011, TWC served 4,172 individual apprentices through the program.

## ...by providing unemployment benefits and Rapid Response services

Providing temporary income to those who find themselves without employment through no fault of their own is a critical responsibility entrusted to TWC. The agency is charged with administering the state's Unemployment Compensation Trust Fund and processing the benefit claims of the unemployed. More than 500,000 Texans received initial unemployment insurance payments in FY 2011. TWC paid more than \$6 billion in state and federally funded unemployment benefits during the fiscal year. Texas Workforce Solutions provided Rapid Response services to many individuals whose jobs were eliminated because of employer layoffs. Workforce personnel made on-site visits to facilities where large numbers of workers were let go to inform them about employment services that were available and how to file unemployment claims. In some cases, mobile workforce units were dispatched to offer these services.

### PROGRAM HIGHLIGHT: MOBILE WORKFORCE UNIT

With the purchase of its new Mobile Workforce Unit (MWU) in May, Workforce Solutions for North Central Texas (North Central Texas) delivers immediate, on-the-spot Rapid Response services to area workers. Since its arrival, MWU has assisted more than 400 individuals affected by layoffs, allowing them to register on WorkInTexas.com and apply for unemployment insurance benefits. In the future, North Central Texas plans to use MWU to serve rural areas and to train new and incumbent workers.



## ...by helping those affected by jobs lost to foreign countries

Trade Adjustment Assistance for Workers is a federally funded program that helps workers who are adversely affected by foreign imports or job shifts to foreign countries. Assistance is provided to eligible workers in the form of re-employment services, training, job search, relocation, and support benefits in the form of Trade Readjustment Allowances, a Health Coverage Tax Credit, and/or Alternative Re-employment Trade Adjustment Assistance for older workers. TWC provided more than 5,100 trade-affected workers with training and other workforce services in FY 2011.

## ...with a powerful online job-search resource— WorkInTexas.com

On average, more than 86,000 job openings are available monthly on TWC's comprehensive job-matching site [WorkInTexas.com](http://WorkInTexas.com). An average of 75,119 new job seekers register each month. During FY 2011, the site strengthened its efforts to assist two specific job seeker groups—teachers and veterans. TWC teamed up with the Texas Education Agency (TEA) to help teachers find new jobs. A new web portal accessible on TEA's [TheBestTeachInTexas.com](http://TheBestTeachInTexas.com) website directly links interested job seekers to available teaching and education-related positions on [WorkInTexas.com](http://WorkInTexas.com). In addition, TWC created a new web page from its website dedicated to helping dislocated teachers transition their skills to a new career or find a new position in education. TWC's Teachers in Transition page provides guidance on career fields that match the skills possessed by teachers and offers assistance with navigating the workforce system. Similarly, the new [WorkInTexas-Veterans.jobs](http://WorkInTexas-Veterans.jobs) helps Texas veterans translate their military skills to jobs in the civilian world. The Military Occupation Code Crosswalk function allows veterans to enter the type of work they performed in the armed services and receive a list of civilian jobs that require those skills. The system also translates military occupation codes into skills employers are looking for in potential employees.



## ...by enforcing the Texas Payday Law

TWC administers the Texas Payday Law, which requires private employers to provide workers with earned compensation in a complete and timely manner. TWC helped working Texans collect \$6.8 million in unpaid wages during the FY. Between January 2009 and March 2011 \$13.5 million in wages has been recovered and paid to the workers who earned them as a result of these efforts.

## ...with career planning information

Job seekers and students can access a number of valuable career planning tools provided by TWC's Labor Market and Career Information division. These individuals can explore new career opportunities, find wage and occupation information, and use other labor market resources available on the TWC website. These resources help job seekers learn about the current job market and employment trends at the national, state, and local levels, and explore career interests.

## ...by providing subsidized child care services for low-income families

TWC oversees federal funds which subsidize child care for low-income families, promoting long-term self-sufficiency by enabling parents to work or attend workforce training or education activities. TWC also educates parents about the availability of quality child care, which enhances children's early learning. More than 111,000 children received subsidized care through this program each day in FY 2011.

## PROGRAM HIGHLIGHT: FATHERHOOD COALITION OF TARRANT COUNTY

Workforce Solutions Tarrant County organized the Fatherhood Coalition of Tarrant County (Coalition) to highlight the important role of fathers in the positive development and well-being of children. Today, 21 active member organizations work together in the Coalition to bolster responsible fatherhood in Tarrant County. Thanks to the Coalition's efforts, many local noncustodial parents, 96 percent of whom are male, have been motivated to volunteer for community projects and take steps to enhance their work skills, ultimately leading to employment. The Coalition has been selected as a national demonstration site for a program designed to improve the well-being and safety of children.



## ...with a program designed to help put *Texas Back to Work*

More than 20,000 unemployed individuals were able to return to full-time employment as part of TWC's *Texas Back to Work* initiative. The program, which began in March 2010, offers employers up to \$2,000 in incentives for hiring and retaining workers who were first-time unemployment benefit recipients. The program gives employers funds to help offset hiring and training costs and gives the unemployed workers an advantage in their efforts to return to work. More information about the program is available online: [www.tbtw.texasworkforce.org](http://www.tbtw.texasworkforce.org).



## ...with assistance for veterans

TWC makes it a top priority to assist veterans who put themselves in harm's way every day to protect our freedom. **The Texas Veterans Leadership Program (TVLP)** provides help to veterans returning from service in Iraq and Afghanistan as they reintegrate into the civilian workforce. The veterans receive assistance from local Veterans Resource and Referral Specialists who help former military service members and their spouses find training and employment services. Since TVLP was launched in 2008, TWC has provided assistance to more than 10,000 veterans. More than 147,000 veterans and other eligible persons – including more than 24,000 veterans who served in Iraq and Afghanistan – received workforce services during FY 2011.



## ...by helping veterans more quickly re-enter the workforce

A newly launched TWC initiative called **College Credit for Heroes** enables veterans to receive college credit for education and training obtained during military service. The \$3 million workforce development initiative is designed to recognize the exceptional knowledge and skills gained by military service members and to help them move closer to college degrees or certifications in order to more easily re-enter the workforce. More information about the TVLP program is available online: [www.texasworkforce.org/tvlp/tvlp.html](http://www.texasworkforce.org/tvlp/tvlp.html). To access a video with testimonials about the success of this program please click [here](#).



## PROGRAM HIGHLIGHT: VETERAN OUTREACH SERVICES

Workforce Solutions Northeast Texas (Northeast Texas) works closely with several organizations to provide services to area veterans. The Texas Veterans Commission staff at Northeast Texas ensure that veterans receive priority in job referrals and training. Northeast Texas works with Disabled American Veterans to locate homeless veterans. Northeast Texas also teams up with Randy Sams Outreach Shelter and the Friendship Center of Texarkana to give a full range of employment and training services to their veteran clients.

These efforts have given the veteran population needed skills to return to the workplace making a self-sufficient wage.

## ...by providing education, training, and employment assistance to SNAP recipients

Workforce Solutions staff provided more than 53,000 Supplemental Nutrition Assistance Program (SNAP—formerly known as Food Stamps) benefit recipients with employment services and provided training to 404 participants in FY 2011. The SNAP employment and training program promotes long-term self-sufficiency and independence by preparing SNAP recipients for employment through work-related education and training activities.



## ...by assisting migrant seasonal workers

Workforce Solutions staff is required by the U.S. Department of Labor (DOL) to ensure that migrant seasonal farm workers (MSFW) are informed about the full range of services available through the Texas workforce system and offered to all job seekers. The intended purpose of the mandate is to enhance the MSFW population's employability and to provide needed services. In Program Year (PY) 2010, TWC and the 28 local workforce development boards reached out to 14,213 MSFWs and registered a total of 13,208 on [WorkInTexas.com](http://WorkInTexas.com). During PY 2010, Texas met all five DOL equity indicators, which shows that MSFWs received workforce services, such as job referrals and career guidance, at a rate equivalent to or greater than the general population.



## ...by helping ex-offenders rebuild their lives

Nearly 50,000 adult and youth ex-offenders were served by Workforce Solutions in FY 2011 with efforts to provide the link between pre- and post-release education, training, and employment. This program, known as Project RIO or Re-Integration of Offenders, was conducted in collaboration with the Texas Department of Criminal Justice and the Texas Youth Commission in an effort to reduce recidivism through employment. Although the program has been phased out, the population will continue to be served through WIA and other programs.



## ...by assisting low-income senior citizens



The Senior Community Service Employment Program (SCSEP) provides training and employment services to low-income job seekers age 55 and older to assist them in securing unsubsidized employment. Program participants earn while they learn, gaining competitive job skills and refining existing skills through paid, part-time, and on-the-job training assignments at nonprofit organizations and government agencies. During training, participants earn minimum wage and provide valuable community services. More than 1,500 unemployed senior citizens participated in this program in FY 2011.

## ...through services for welfare recipients

The Choices program assists applicants, recipients, nonrecipient parents, and former recipients of Temporary Assistance for Needy Families (TANF) cash assistance to transition from welfare to work through participation in work-related activities, including job-search and job-readiness classes, basic skills training, education, vocational training, and support services. Workforce Solutions provided these services for nearly 48,000 individuals in FY 2011.



## PROGRAM HIGHLIGHT: CHOICES PROGRAM

To help displaced workers gain more employable job skills, Workforce Solutions East Texas (East Texas) funds the Non-Custodial Parent Choices Program. The program includes collaboration with four area colleges, and provides education in areas such as customer service training and Occupational Safety and Health Administration skills. Participants attended weekly job club classes, where they received job leads based on their skill level. During the initial year, 59 participants received training and 47 obtained employment. East Texas plans to seek additional funding to expand the program.



## ...by assisting foster youth

In partnership with the Texas Department of Family and Protective Services, TWC supports job-readiness and job-specific skills training leading to employment and self-sufficiency for young adults transitioning out of the foster care system. Currently four offices provide services and activities necessary to assist transitioning foster youth in achieving their goals, including a comprehensive array of services and referrals for services that help address barriers they face. In FY 2011, more than 1,400 foster youth were assisted through workforce services, dropout prevention activities, self-esteem and leadership activities, counseling, and other services designed to support the healthy development of transitioning foster youth. TWC will soon be supporting 10 additional Foster Youth Transition Centers across the state offering these services as part of the program's expansion.



## ...by sponsoring high school robotics programs

TWC has supported efforts to expand statewide high school participation in robotics education programs through contract grants with Boosting Engineering Science and Technology (BEST) Robotics Inc., the Texas Computer Education Association (TCEA), and the Foundation for Inspiration and Recognition of Science and Technology (FIRST) in Texas. TWC originally allocated approximately \$1.4 million to fund these efforts to expand statewide student participation in these robotics education programs in FY 2010. With its allocation of \$909,260, FIRST in Texas was able to develop 164 new FIRST Tech Challenge (FTC) teams, 23 FIRST Robotics Competition (FRC) teams, and create 11 new statewide or regional competitions for the 2010-11 school year. An additional \$826,510 grant was awarded to FIRST in Texas during FY 2011 which enabled 10 Texas high schools to develop 40 new FRC teams and 30 new FTC teams, while existing teams again received funding for the 2011-12 school year. In addition, three new statewide or regional competitions are being created.

## ...by creating a science, technology, engineering, and math website for students

To address industry demands for a future workforce with science, technology, engineering, and math (STEM) skills, TWC sponsors programs that promote these skills among Texas students. TWC has developed and launched its Brainpower website, at [TxBrainpower.com](http://TxBrainpower.com), which provides high school students with information about STEM careers, internships, scholarships, camps, and other topics designed to encourage young people to pursue STEM coursework and careers.



## ...by co-sponsoring the ExxonMobil Texas Science and Engineering Fair and the Texas Governor's Science and Technology Champions Academy

TWC serves as a co-sponsor for the ExxonMobil Texas Science and Engineering Fair which is held annually at the University of Texas at San Antonio. More than 1,200 outstanding middle and high school students from throughout Texas compete in the fair. Awards are presented to students in 17 project categories in each of two divisions. Winners from the fair's senior division earn a spot at the Texas Governor's Science and Technology Champions Academy, a weeklong residential summer camp sponsored by TWC.



## ...by awarding Youth in Technology grants

TWC's Texas Youth in Technology grant program funds competitive projects offered through engineering or computer science departments at higher education institutions which serve to increase the number of students in engineering and computer science programs at Texas higher education institutions. In 2011, WIA statewide discretionary funds were used to fund innovative projects at Texas Tech University, the Texas Engineering Experiment Station at Texas A&M University, the Tarrant County College District, the University of Texas at Austin, the University of Texas at Dallas, the University of Texas at Tyler, the University of Houston, and West Texas A&M University.



### PROGRAM HIGHLIGHT: BREAKING BARRIERS IN UPPER RIO GRANDE

Workforce Solutions Upper Rio Grande (Upper Rio Grande) provided disabled youth the opportunity to gain work experience and build self-esteem through its "Breaking Barriers" summer youth program. Partnering with the Texas Division of Assistive and Rehabilitative Services and the Volar Center for Independent Living, Upper Rio Grande presented the youth with job-readiness workshops and subsidized up to 100 hours of their wages when placed in jobs. Those positions included landscapers' assistants, pet caretakers, technical assistants, and plumbers' assistants, with the goal of gaining permanent employment.

## ...with assistance in times of disaster

During fiscal year 2011, Texas residents were affected by two major natural disaster events that had severe impacts to several local communities. Presidential disaster declarations resulting from Hurricane Alex in summer 2010 and from the wildfires of summer 2011 meant that residents from 32 Texas counties were eligible for Disaster Unemployment Assistance. TWC worked with Workforce Solutions offices in these areas to reach out to assist those whose employment or self-employment was lost or interrupted as a result of these disasters. Mobile workforce units were dispatched to disaster locations to assist with these efforts. In addition, TWC applied for and received National Emergency Grants for areas affected by both disasters from the U.S. Department of Labor (DOL) to fund temporary jobs needed to assist victims of the catastrophic events. Texas counties received \$5.8 million in assistance from flooding that resulted from Hurricane Alex and \$1.4 million for the counties affected by the wildfires.

### PROGRAM HIGHLIGHT: NATIONAL EMERGENCY GRANT PUTTING TEXANS TO WORK

In response to the flood caused by Hurricane Alex in 2010, Workforce Solutions for South Texas (South Texas) collaborated with the TWC, Staff Connection, and the City of Laredo on a National Emergency Grant project to restore Laredo's public parks. Eighteen people were employed full-time, earning approximately \$8 an hour over 24 weeks, returning more than \$150,000 to the local economy. The restored city parks will provide many years of enjoyment and wellness opportunities to the community.



## ...by promoting economic development collaborations

The TWC Office of Employer Initiatives works closely with the Governor's Office of Economic Development and Tourism, the Texas Workforce Investment Council, and other state and local economic development groups to promote the development of a well-educated, highly skilled workforce for Texas. These efforts are closely aligned with the findings of Texas Industry Cluster Initiative and the Governor's Competitiveness Council, which spoke to the need for collaboration and regional approaches to economic development and customized training. FY 2011 saw the beginning of the process to update the Texas Industry Cluster Initiative and the Governor's Competitiveness Council to evaluate progress and recommend future direction. One effort involved collaborations between the Johnson Space Center and private industry at The Innovation and Successful Partnerships Summit. The summit addressed ways to leverage the transfer of technology from NASA to private industry partners and has resulted in innovative collaboration among industry, the Houston Technology Center, and the Johnson Space Center in an effort to transition displaced aerospace workers to other industries. This served to facilitate the transfer of technology from Johnson Space Center to other Texas cluster industries, and to establish a business incubator and accelerator at the Johnson Space Center.

## PROGRAM HIGHLIGHT: KEEPING ROCKET SCIENTISTS IN TEXAS

By focusing on economic development and cross-industry collaboration, Workforce Solutions Gulf Coast effectively deployed resources to reduce the loss of the technical aerospace talent from Texas following the retirement of the shuttle and other NASA space programs. Board staff worked with aerospace and energy committees to help aerospace workers transition to new in-demand energy sector jobs, coordinating Rapid Response teams, and using web-based social media. This approach has helped link aerospace contractors with energy companies, resulting in new engineering contracts. Furthermore, workforce gaps in the energy sector have been filled in with hundreds of experienced aerospace workers.



## ...through workforce strategies that support Texas industries

As Texas continues to discover the vast riches of its natural resources, Workforce Solutions is partnering with local employers in the oil and gas industry to ensure that skilled workers are available to support the state's underground natural gas and oil formations. Workforce Solutions is providing assistance with recruiting, hiring, and training for jobs in the Eagle Ford Shale, Barnett Shale, and Permian Basin Shale regions.

## ...by licensing and regulating local career schools

TWC licenses and regulates more than 500 career schools and colleges in Texas which provide vocational training to more than 170,000 students annually. TWC makes annual site visits to campuses and monitors the qualifications of faculty, quality of facilities, class size, student completion rates, student employment rates, and other criteria. TWC also investigates student complaints and reports of unlicensed schools.



## ...by investigating discrimination complaints in housing and employment



TWC's Civil Rights Division (CRD) enforces state laws that prohibit employment and housing discrimination. CRD is headed by the seven-member Texas Commission on Human Rights. In the area of employment, CRD receives, investigates, and seeks to mediate or conciliate employment discrimination complaints filed on the basis of race, color, sex, national origin, age, religion, or disability. CRD investigated and closed 909 employment complaints in FY 2011. Of those nine were successfully settled and 156 were successfully mediated.

In the area of housing, CRD receives, investigates, and seeks to conciliate housing discrimination complaints filed on the basis of race, color, sex, national origin, familial status, religion, or disability. CRD investigated and closed 376 housing complaints in FY 2011, of which 122 were successfully conciliated and 67 were successfully settled. The remaining employment and housing discrimination case closures were either found to have no cause or were dismissed due to a variety of reasons such as complaint withdrawal or lack of jurisdiction.

## ...by helping workers collect unpaid wages and enforcing child labor laws

TWC's Labor Law Department investigates wage claims filed under the Texas Payday Law. In FY 2011, the Labor Law Department received 15,915 claims of employers not paying their employees their due wages. The department completed 16,648 investigations, ordered \$11.1 million in unpaid wages to be paid, and collected \$6.8 million in unpaid wages for Texas workers.

The Labor Law Department also enforces Texas' child labor laws to protect minors in the workplace. The department received 326 child labor inquiries, conducted 2,583 investigations, found infractions in 64 cases, and issued 1,887 certificates of age and child actor permits.



## ...by providing tax preparation assistance and information

Workforce Solutions helps individuals with preparing and filing tax returns by working with the IRS to establish Volunteer Income Tax Assistance sites within Texas Workforce Solutions offices. Although services provided by local workforce boards vary, staff at WS offices statewide can assist eligible individuals by providing free tax preparation services or helpful tax information. TWC's UI Tax Department also provides employers with information to locate resources to help inform their workers about the federal Earned Income Tax Credit.



### PROGRAM HIGHLIGHT: FREE TAX PREPARATION AND FINANCIAL EDUCATION

Through its outreach efforts, Workforce Solutions Heart of Texas (Heart of Texas) informed its community about free tax preparation and financial education services offered in the area. With a grant from the U.S. Small Business Administration, the board marketed to individuals on temporary government assistance, unemployed workers, and those who could qualify for the Earned Income Tax Credit or the Child Tax Credit. Heart of Texas' marketing campaign included billboards, posters, and bilingual advertisements. As a result of the board's efforts, more than 3,000 tax returns were filed, and total returns topped \$5 million for the 2010 tax season.

- **Texas Workforce Investment Council (TWIC)** – TWC serves as a member of the Governor’s TWIC and assists in development of statewide workforce strategies and goals.
- **Texas Office of the Attorney General (OAG)** – TWC collaborates with OAG to coordinate the use of information from OAG’s New Hire database, cross-matching information on unemployment claimants to reduce overpayment of benefits, recover past overpayments, and facilitate the payment of child support. In addition, TWC works with OAG to provide job-placement assistance for noncustodial parents so that they can pay child support.

- **Texas Education Agency (TEA)** – TWC assists with strategic planning for education and training for workforce needs statewide. In addition, TWC provides these agencies with labor market and career information to assist with decisions about how to direct resources toward a curriculum that will fulfill occupational needs for the state. TWC also supports early childhood education and professional development along with English as a Second Language (ESL) and Adult Basic Education (ABE) programs.



- **Texas Department of Family and Protective Services (DFPS)** – TWC works with DFPS to provide child care services to children in foster care or in the custody of Child Protective Services. DFPS monitors child care facilities across Texas to ensure that children receiving subsidized child care from TWC are in a safe and high-quality environment.



- **Texas Veterans Commission (TVC)** – TWC provides Veterans Resource and Referral Specialists through its Texas Veterans Leadership Program to work in collaboration with TVC to assist veterans returning from Iraq and Afghanistan. The agencies help direct returning veterans to resources that will help them transition to the civilian workforce, and provide training and employment assistance.
- **Texas Department of Housing and Community Affairs (TDHCA)** – The TWC Civil Rights Division works closely with TDHCA to ensure that all Texans are able to access affordable housing and that no one is denied housing because of disability, race, age, or nationality.

- **Health and Human Services Commission (HHSC)** – TWC works with HHSC to provide employment and training services through their Temporary Assistance for Needy Families (TANF) program and Supplemental Nutrition Assistance Program (SNAP), so that the individual or family gains self-sufficiency as soon as possible.



# 2007-2011 UNEMPLOYMENT COMPENSATION TRUST FUND

<i>Amounts in millions</i>	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011
<b>Total Net Assets, September 1st</b>	\$1,623.4	\$2,023.5	\$1,788.3	\$(303.9)	\$(1,215.2)
<b>Revenues:</b>					
Unemployment Taxes	1,336.0	1,022.9	1,027.9	2,107.5	2,320.3
Federal Revenues	67.9	135.2	1,601.2	4,463.9	3,469.6
Obligation Assessment	329.2	35.2	-	-	355.3
Interest Income	104.7	95.1	44.2	0.1	13.8
Other Revenues <sup>2</sup>	83.6	92.0	142.5	238.5	220.3
<b>Total Revenues</b>	<b>1,921.4</b>	<b>1,380.4</b>	<b>2,815.8</b>	<b>6,810.0</b>	<b>6,379.3</b>
<b>Expenditures:</b>					
State Unemployment Benefits	(1,113.5)	(1,329.6)	(3,306.9)	(3,362.6)	(2,545.0)
Federal Unemployment Benefits <sup>3</sup>	(67.9)	(135.2)	(1,601.2)	(4,463.9)	(3,469.6)
Interest Expenses	(21.7)	(1.7)	-	-	(40.2)
Other Non-Operating Expenses	(1.6)	(0.7)	-	-	(1.2)
<b>Total Expenditures</b>	<b>(1,204.7)</b>	<b>(1,467.2)</b>	<b>(4,908.1)</b>	<b>(7,826.5)</b>	<b>(6,056.0)</b>
<b>Net Transfers <sup>4</sup></b>	<b>2.2</b>	<b>1.6</b>	<b>0.1</b>	<b>105.2</b>	<b>78.8</b>
<b>Special Item -</b>					
<b>Unemployment Tax Refunds <sup>5</sup></b>	<b>(318.8)</b>	<b>(150.0)</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Net Assets, August 31st <sup>6</sup></b>	<b>\$2,023.5</b>	<b>\$1,788.3</b>	<b>\$(303.9)</b>	<b>\$(1,215.2)</b>	<b>\$(813.1)</b>
<b>Net Assets Restricted For:</b>					
Unemployment Trust Fund	\$2,240.5	\$1,788.3	\$(343.60)	\$(1,254.9)	\$937.1
Debt Retirement for Unemployment Revenue Bonds	(217.0)	-	-	-	(1,785.8)
Other Unemployment Insurance Administration	-	-	39.7	39.7	35.6
<b>Total Net Assets at August 31st as above</b>	<b>\$2,023.5</b>	<b>\$1,788.3</b>	<b>\$(303.9)</b>	<b>\$(1,215.2)</b>	<b>\$(813.1)</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); TWC Unemployment Compensation Revenue Bond Fund (Fund 0367); and TWC Obligation Trust Fund (Fund 0844).

<sup>2</sup> Other revenue consists primarily of reimbursements received by the Commission from other states for unemployment compensation payments made to out-of-state claimants and amounts received from qualified Texas employers who elect to make direct reimbursements for actual claimant payments.

<sup>3</sup> The federal government reimburses the amount of unemployment benefits paid to former federal employees and for unemployment benefits paid to individuals losing their job as a result of a trade agreement or a natural disaster. Beginning in July 2008, the federal government began funding emergency and extended unemployment benefits as well as providing an extra \$25 to each weekly unemployment payment as part of the federal additional compensation (FAC) program. The FAC program ended during FY 2011. Eight separate congressional actions had the net effect of allowing a claimant to collect up to an additional 67 weeks of federal unemployment compensation after state funded compensation was exhausted, typically up to 26 weeks.

<sup>4</sup> Interest expense is for unemployment revenue bonds. The Commission issued revenue bonds in September 2003 which were completely retired and defeased during FY 2008. Subsequently, the Commission issued \$2.1 billion in revenue bonds in November and December of 2010. The proceeds from the 2010 revenue bonds were used to pay off the Title XII federal advances received from the U.S. Treasury as well as to provide working capital for the unemployment trust fund.

<sup>5</sup> The Employer Training and Investment Act (ETIA) taxes collected during FY 2010 and FY 2011 were transferred to the Unemployment Compensation Trust Fund since the Unemployment Compensation Trust Fund was projected to be below the statutory floor (i.e., one percent of taxable wages).

<sup>6</sup> At October 1, 2006 and October 1, 2007 the Unemployment Compensation Fund exceeded the statutory ceiling (i.e., two percent of taxable wages). As a result, eligible employers received a surplus tax credit refund for tax returns filed during the 2007 and 2008 calendar year.

<sup>7</sup> Because of the severe economic downturn during FY 2009, the Unemployment Compensation Trust Fund became insolvent in July 2009 and began receiving advances from the U.S. Treasury under Title XII of the Social Security Act. According to provisions in the American Recovery and Reinvestment Act, interest did not accrue on the Title XII federal advances until after December 31, 2010. Since TWC repaid the advances prior to December 31, 2010, no interest was charged to the Commission.

**1** Employer of the Year—NorthGate Constructors nominated by Workforce Solutions Greater Dallas

**12.3**  
Million workers in Texas

**457,900**  
Employers in Texas

## Texas Workforce Solutions

**28** Local workforce development boards creating local workforce solutions

**204** Workforce Solutions offices and satellite offices in Texas serving employers and workers

**\$1,116,830,622**  
FY 2011 operating budget for TWC

**1,018,317**  
Workers entering employment after obtaining Texas workforce services

### Training

**186**  
Average number of Texas businesses whose workers were trained through Skills Development Fund grants during each of the past five years

**20,169**  
Average number of workers who received training through Skills Development Fund grants in each of the past five years.

**4,172**  
Apprentices received training

### Child Care

**\$27,480,673**  
Child care matching dollars secured by the local workforce development boards

**\$60,280,686**  
Federal child care funds drawn down by matching dollars secured by local workforce development boards

### Unemployment

**508,188**  
People receiving initial Unemployment Insurance payments in FY 2011

**\$6,014,553,279**  
Total regular, emergency, and extended unemployment benefits paid in FY 2011

### Texas Back To Work

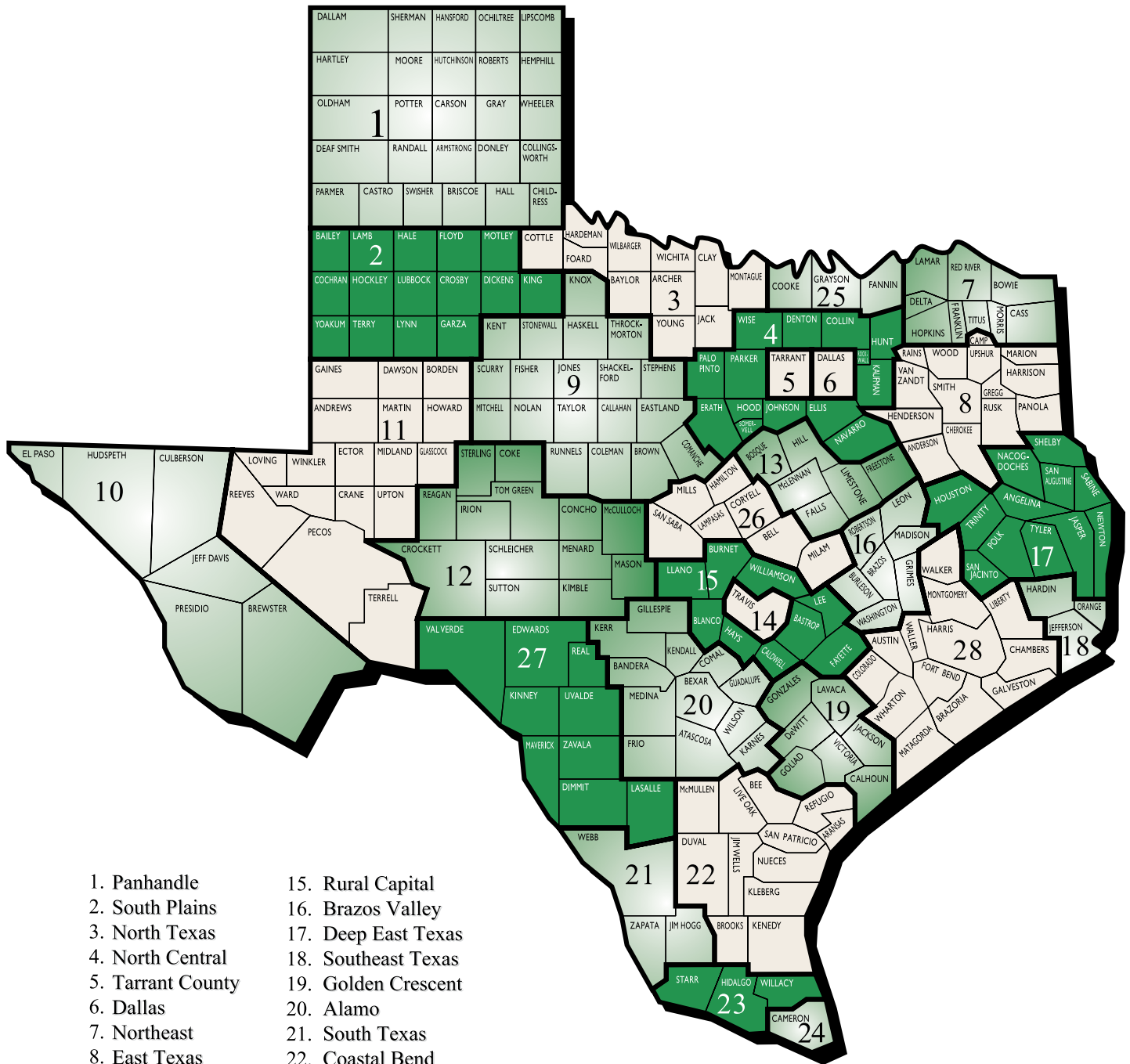
**20,169**  
Unemployed Texans found work in calendar year 2011 as eligible participants in the *Texas Back to Work* program

### Wages and Credits

**\$6,804,504**  
Unpaid wages collected for Texas workers

**\$261,953,500**  
Tax credits identified as available to Texas employers for FY 2011

# LOCAL WORKFORCE DEVELOPMENT AREAS



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

## ALAMO

Board Expenditures: \$68,666,971\*  
(210) 272-3260  
www.workforcesolutionsalamo.org

## BRAZOS VALLEY

Board Expenditures: \$8,728,568\*  
(979) 595-2800  
www.bvjobs.org

## CAMERON COUNTY

Board Expenditures: \$21,532,487\*  
(956) 548-6700  
www.wfscameron.org

## CAPITAL AREA

Board Expenditures: \$30,159,216\*  
(512) 597-7100  
www.wfscapitalarea.com

## CENTRAL TEXAS

Board Expenditures: \$18,253,756\*  
(254) 939-3771  
www.workforcelink.com

## COASTAL BEND

Board Expenditures: \$22,211,135\*  
(361) 885-3016  
www.workforcesolutionscb.com

## CONCHO VALLEY

Board Expenditures: \$5,986,632\*  
(325) 653-2321  
www.cvworkforce.org

## DALLAS COUNTY

Board Expenditures: \$86,232,328\*  
(214) 290-1000  
www.wfsdallas.com

## DEEP EAST TEXAS

Board Expenditures: \$12,938,355\*  
(936) 639-8898  
www.detwork.org

## EAST TEXAS

Board Expenditures: \$26,178,689\*  
(903) 984-8641  
www.easttexasworkforce.org

## GOLDEN CRESCENT

Board Expenditures: \$6,433,898\*  
(361) 576-5872  
www.gcworkforce.org

## GULF COAST

Board Expenditures: \$174,301,516\*  
(713) 627-3200  
(888) 469-5627  
www.wrksolutions.com

## HEART OF TEXAS

Board Expenditures: \$11,240,704\*  
(254) 296-5300  
www.hotworkforce.com

## LOWER RIO GRANDE VALLEY

Board Expenditures: \$47,705,406\*  
(956) 928-5000  
www.wfsolutions.org

## MIDDLE RIO GRANDE

Board Expenditures: \$9,454,604\*  
(830) 591-0141  
www.mrgwb.org

## NORTH CENTRAL

Board Expenditures: \$52,306,818\*  
(817) 695-9184  
www.dfwjobs.com

## NORTHEAST TEXAS

Board Expenditures: \$10,462,549\*  
(903) 794-9490  
www.netxworkforce.org

## NORTH TEXAS

Board Expenditures: \$6,993,932\*  
(940) 767-1432  
www.ntxworksolutions.org

## PANHANDLE

Board Expenditures: \$13,546,427\*  
(806) 372-3381  
www.wspanhandle.com

## PERMIAN BASIN

Board Expenditures: \$13,244,799\*  
(432) 563-5239  
www.workforcepb.org

## RURAL CAPITAL AREA

Board Expenditures: \$19,614,965\*  
(512) 244-7966  
www.workforcesolutionsrca.com

## SOUTHEAST TEXAS

Board Expenditures: \$15,514,760\*  
(409) 719-4750  
www.setworks.org

## SOUTH PLAINS

Board Expenditures: \$14,830,729\*  
(806) 744-1987  
www.spworkforce.org

## SOUTH TEXAS

Board Expenditures: \$12,400,521\*  
(956) 722-3973  
www.southtexasworkforce.org

## TARRANT COUNTY

Board Expenditures: \$55,127,264\*  
(817) 413-4400  
www.workforcesolutions.net

## TEXOMA

Board Expenditures: \$6,603,167\*  
(903) 957-7408  
www.workforcesolutionstexoma.com

## UPPER RIO GRANDE

Board Expenditures: \$37,515,471\*  
(915) 772-2002  
www.urjjobs.org

## WEST CENTRAL

Board Expenditures: \$10,185,360\*  
(325) 795-4200  
(800) 457-5633  
www.workforcesystem.org

\* American Recovery and Reinvestment Act (ARRA) funding allocations not included

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VALLEY • GREATER DALLAS • DEEP EAST  
TEXAS • EAST TEXAS • GOLDEN CRESCENT  
• GULF COAST • HEART OF TEXAS • LOWER  
RIO GRANDE VALLEY • MIDDLE RIO GRANDE  
• NORTH CENTRAL • NORTHEAST TEXAS •  
NORTH TEXAS • PANHANDLE •  
PERMIAN BASIN • RURAL CAPITAL AREA  
• SOUTHEAST TEXAS • SOUTH PLAINS •  
SOUTH TEXAS • TARRANT COUNTY • TEXOMA  
• UPPER RIO GRANDE •  
WEST CENTRAL

