



2015 TWC Agency Annual Report

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A Message from the Commissioners

The Texas economy continued to grow in State Fiscal Year (FY 2015) which provided great advantages for both the workforce and employers of our state. Texas added 198,200 jobs over the year and with its diverse economic opportunities, maintained its status as a world economic leader.

This tremendous economic status is a credit to Texas' well-managed natural resources, the strength of our businesses and the skills and talents of our workforce. Together, the Texas Workforce Commission (TWC) and its workforce partners build the connections that help power this immense labor market and create opportunities for prosperity in the Lone Star State. Over the past year, Texas Workforce Solutions, comprised of TWC and 28 local workforce development boards, connected thousands of businesses with workers, while supporting our customers with business services, employment and support services, and training programs.

The Texas Workforce Solutions network provided services to nearly 1.3 million Texans and nearly 89,000 employers and delivered training to more than 42,000 individuals in FY 2015. These services included job search assistance, child care support, employee screening and referrals, and Skills development and Workforce Investment Act training. In addition, TWC and its Workforce Solutions partners collaborated with economic development organizations and other agencies to align the state's strategies to create opportunities for future growth and prosperity through support for skills training for in-demand occupations.

Some of this training is supported through the state's Skills Development Fund grant program administered by TWC. In FY 2015, in partnership with 67 businesses, TWC awarded Skills Development Fund grants to community and technical colleges that will support the creation of 3,664 new jobs and elevate the skills of 9,431 incumbent workers. The Skills Development Fund grant program will mark 20 years of success as the state's premier training program in 2015-16. Initiated by the Legislature in September of 1995, the fund first began awarding contracts in 1996. During that time, Skills Development Fund grants have created or upgraded more than 300,000 jobs throughout Texas and have assisted thousands of employers with their customized training needs.

TWC is pleased to continue its partnership with the Texas Higher Education Coordinating Board and the Texas Education Agency as we work together to increase the number of Texans with post-secondary industry-recognized certifications and degrees over the next five years. TWC is working with a number of stakeholders to support dual credit training programs and career and technical education programs to help students attain in-demand skills that will launch them onto a career pathway. In addition TWC is preparing adults with basic education for employment through its Adult Education and Literacy program and is supporting efforts that take these individuals beyond high school equivalency to advanced certifications and career-readiness.

A priority service population, veterans are a primary focus for several TWC initiatives which strive to connect our brave service men and women to good jobs as they seek to transition from military to civilian careers. The agency's College Credit for Heroes program has continued to

expand and now includes a network of 42 colleges and universities who award credit for military experience or offer accelerated certification or degree programs for veterans. A record number of veterans and employers participated in the November 2015 Hiring Red, White & You! veterans hiring fairs. Nearly 1,800 employers and more than 11,000 job seekers including veterans and their spouses participated in the hiring events at 27 locations throughout the state.

A number of legislative changes from the year will guide TWC as we continue to improve and expand our services. The federal Workforce Innovation and Opportunity Act (WIOA) came into effect this summer reauthorizing Workforce Investment Act programs and streamlining the reporting and administration of those programs. This action supports the state's integrated approach to service delivery. In addition, the Texas Legislature transferred authority for several programs to TWC during the 84th Legislative session including several programs from the Department of Assistive and Rehabilitative Services (DARS) which will transfer authority to TWC on September 1, 2016. Through this transition of DARS, TWC will integrate more than 1,850 employees from DARS. Adding these programs to TWC places all of the state's programs funded through the federal WIOA together under one agency and brings together workforce and disability services to enhance the service delivery through strengthened collaboration and in-house experts with a deeper understanding of the barriers that individuals with disabilities experience in finding employment. TWC, DARS and HHSC began working together this summer to lay the ground work for a smooth transition of those programs with no disruption to services to the consumer.

As our state's economy continues to grow and as TWC's customers grow and diversify, we are ever mindful of our mission to support a workforce system that creates value and offers employers, individuals and communities the opportunity to achieve and sustain economic prosperity. We will continue to promote the hard work and dedication of the Workforce Solutions network and the community leaders throughout the state as we work together to ensure that all Texans are informed about and prepared for the opportunities that our great state has to offer. We are proud to present this FY 2015 annual report highlighting our work and achievements and we look forward to the continued growth and opportunities to assist Texans with the guidance and support of the Governor and the Legislature.

Serving Businesses and Employers

Texas Workforce Solutions is comprised of the Texas Workforce Commission and 28 local workforce development boards in regions throughout the state. The primary goal of Texas Workforce Solutions is to respond to needs of Texas employers and workers through locally-designed, market-driven workforce development initiatives and services. All employers, workers and job seekers are eligible to take advantage of these services. Here are some of the programs, services and recognitions that were provided to employers in FY 2015.

Business Services

Business service units from 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. In FY 2015, 88,811 employers received these and other outreach services.

PROGRAM SPOTLIGHT:

Workforce Solutions Greater Dallas Collaborates with AT&T for New Career Opportunities

The collaboration of Workforce Solutions Greater Dallas (Greater Dallas) and AT&T provides customized recruitment and supported training for more than 1,400 new hires. Greater Dallas offers ongoing hiring and training services for AT&T, which include on-site testing, customized hiring events, specialized recruiting services and assessment services. AT&T continues to hire workers and teach technical skills that prepare its workforce for new career opportunities with innovative products within the IP-based network. Greater Dallas was awarded the 2015 Service to Business Award for their continual partnerships with the large employers in the area.

Skills Development Fund Training

In FY 2015, TWC funded 49 grants with an average award of \$431,935 from the state's Skills Development Fund. These grants will assist 67 businesses with their training needs and support the creation of 3,664 new jobs. The Skills Development Fund is a key funding source for customized job skills training through collaborations between Texas public community and technical colleges and local employers. The training allows incumbent employees to advance their skills and creates new jobs for new employees to the partnering business. TWC works closely with the employer and training provider to ensure that the training meets specific performance measures and serves to benefit both the employer and the trainees. The Skills Development Fund grant program will mark 20 years of success as the state's premier training program in 2015-16. From the program's inception in September 1995 through August 2015, the grants have created or upgraded more than 329,333 jobs throughout Texas. The grants have assisted 4,141 employers with their customized training needs. In addition to traditional Skills grants, the fund has been leveraged recently to support dual credit high school programs, career and technical education programs, veterans industry partnerships and other specific training that helps provide Texans with in-demand skills for today's work environment. The Legislature allocated nearly \$48.5 million to the Skills Development Fund for the 2016-17 biennium. Employers seeking more information about the Skills Development Fund may visit the TWC website at texasworkforce.org/skills.

PROGRAM SPOTLIGHT:

Partnering with Community Colleges

Austin Community College (ACC) is a nationally recognized two-year college serving Central Texas and was the winner of 2015 Texas Workforce Solutions Partnership Award in recognition of its critical role in serving the workforce needs of employers.

During the year, ACC successfully implemented three Skills Development Fund (Skills) grants from TWC, more than \$3.2 million, including one grant for a startup site that had 554 all new welding and fabrication trainees. The Skills grants at ACC were used to train new and incumbent workers in several industries, including manufacturing, finance and health care. ACC partners with Workforce Solutions Capital Area and Workforce Solutions Rural Capital Area to address business partner needs in an eight-county service area.

Through the Dual Credit for Academic and Career and Technical Education Program, high school juniors and seniors earn both high school and college credit at ACC. Courses provide hands-on instruction and credit in areas in which employers have identified a high demand for workers: computer network support; electronics engineering; electrical power line installation and repair; and heating, air conditioning, refrigeration mechanics and repair. The college also participates in a grant to support the development of the AC2 Institute.

Labor Market Information

TWC's Labor Market and Career Information (LMCI) department collects, analyzes and disseminates economic data by occupation and industry, which helps employers, job seekers and local officials make better business, career, education and economic development decisions. Better understanding of employment trends also aids local workforce development boards and researchers with promotion of stable employment and economic growth throughout the regions of Texas. Additionally, LMCI provides a number of tools and resources for effective career counseling and assists parents, students, young adults and job seekers with exploring career choices and opportunities. LMCI maintains a number of online tools and publications that provide this information and much more at texasworkforce.org/labormarket.

Small Business Programs

In Texas there are nearly 470,000 private-sector employers with fewer than 100 employees that are an integral part of the economy. TWC dedicated \$2 million from the Skills Development Fund to implement the Skills for Small Business program. This initiative provides small businesses the opportunity to address workforce training needs and improve overall business operations. When a training need is identified, small businesses can select 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 www.texasworkforce.org/ssb.

Additionally, TWC, its local workforce partners and the Governor's Economic and Tourism division host Governor's Small Business Forums to provide valuable information about workforce development, marketing, hiring and managing employees, training and growth opportunities targeted specifically to entrepreneurs and small business operators. In 2015, 17 Forums were held, with nearly 1,800 businesses and more than 3,500 people in attendance.

Online Job Matching Resource

TWC's WorkInTexas.com is available at no cost and offers recruiting assistance to Texas employers to fill job vacancies. With more than 135,000 available job listings daily and 400,000 registered job seekers, WorkInTexas.com is a human resources partner and has become one of the largest job-matching networks available. Employers can use the site to post job notices, search résumés, check labor availability and access recruitment tools—all free of charge, 24 hours a day, seven days a week. With more than a decade of helping Texans, WorkInTexas.com has directly filled close to 2.4 million jobs posted on the site.

Shared Work Unemployment Benefit Program

The [Shared Work Unemployment Benefit Program](#) affords employers an opportunity to manage business cycles and seasonal adjustments by avoiding some of the burdens that accompany a slowdown in business. Avoiding layoffs, while retaining trained personnel who have the opportunity to work reduced hours and receive supplemental wages through partial unemployment benefits, employers are able to quickly return to improved business conditions. During FY 2015, 206 employers participated in the program with 9,828 workers retaining their jobs and benefitting from the shared-work option in Texas.

Work Opportunity Tax Credit Certification

By hiring individuals with significant barriers to employment from eligible target groups, the [Work Opportunity Tax Credit](#) (WOTC) supports businesses through a reduction in federal tax liability. In FY 2015, TWC helped 9,454 employers identify \$353,655,600 in potential tax savings by determining the eligibility of new hires for the employer tax credit. This marks an increase of more than \$32.2 million over the potential tax savings identified in FY 2014 and nearly 4,000 more employers served. Administered by the U.S. Department of Labor, WOTC helps targeted workers earn a steady income, increasing economic growth and productivity for the community. WOTC promotes workplace diversity, training and opportunities for businesses to develop a high performance workplace.

Specialized Agricultural Services

Working with local Workforce Solutions offices across Texas, TWC's Agricultural Services Unit cultivates awareness of industry-related skilled labor recruitment, training and regulations for the agricultural employment sector. Agricultural occupations and their economic contributions to the state are defined by the Agricultural Services Unit. Monitoring the need of local seasonal employment due to a shortage of U.S. workers, TWC provides assistance for employers through the Foreign Labor Certification process. This process allows employers to bring in skilled foreign workers to fill those positions. For out of state job postings, Workforce Solutions staff will coordinate recruitment with the Agricultural Recruitment System to help employers locate experienced job seekers.

Employer Information and Assistance

TWC offers employment resources for individuals and businesses, including compliance assistance and information about rights and responsibilities. TWC 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 2015, more than 4,179 individuals attended 18 Texas Business Conferences held throughout the state. Individuals interested in attending the conference can now register online at texasworkforce.org/tbc.

The Commissioner Representing Employer's office manages and maintains an employer hotline (800-832-9394) and e-mail (employerinfo@twc.state.tx.us) to assist employers with questions about employment law and other information. The office also produces publications available in print and online to help businesses stay informed about legal issues surrounding employment in Texas. *Especially for Texas 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. *Especially for Texas Employers* is available at texasworkforce.org/eft. The quarterly publication *Texas Business Today* is also free and serves as a supplement covering issues and interests of Texas employers. *Texas Business Today* is available at texasworkforce.org/texasbusinesstoday.

Recognizing Outstanding Employers

Texas Workforce Solutions Employer Award of Excellence

Each year, TWC recognizes outstanding Texas Employers. The Texas Workforce Solutions Employer Award of Excellence honors private-sector employers nominated by the 28 local workforce development areas that have made a positive impact on employers, workers and the community. These employers were chosen from the many with whom the boards interface with annually and engage as workforce customers. The 2015 Employers of Excellence were:

Workforce Solutions Alamo

HOLT Cat

Workforce Solutions Borderplex

Walgreens Boots Alliance

Workforce Solutions Brazos Valley

Community and Business Leaders Partnership

Workforce Solutions Cameron

Bechtel Construction Services

Workforce Solutions Capital Area

Cornerstone Hospital Austin

Workforce Solutions of Central Texas

Hilton Worldwide, Inc.

Workforce Solutions of the Coastal Bend

Pepsi-Cola Bottling Company of Corpus Christi and Victoria

Workforce Solutions Concho Valley

Terrill Manufacturing Company, Inc.

Workforce Solutions Deep East Texas

NIBCO Inc.

Workforce Solutions East Texas

Walmart Neighborhood Market

Workforce Solutions Golden Crescent

Eddy Packing Co.

Workforce Solutions Greater Dallas

The Kraft Heinz Food Company

Workforce Solutions Gulf Coast

Waste Management Inc.

Workforce Solutions for the Heart of Texas

Providence Healthcare Network

Workforce Solutions Lower Rio Grande Valley

TeleTech

Workforce Solutions Middle Rio Grande

Pilot Travel Center-Store 1026

Workforce Solutions for North Central Texas

Nebraska Furniture Mart of Texas

Workforce Solutions North Texas

Texoma Heating and Air Inc.

Workforce Solutions Northeast Texas

Express Employment Professionals

Workforce Solutions Panhandle

Xcel Energy Inc.

Workforce Solutions Permian Basin

Dollar General Corp.

Workforce Solutions Rural Capital Area

Embassy Suites by Hilton San Marcos Hotel, Spa & Conference Center

Workforce Solutions South Plains

McLane Co. Inc.

Workforce Solutions for South Texas

Mercy Kids Rehab Services Inc.

Workforce Solutions Southeast Texas

Baptist Hospital of Southeast Texas

Workforce Solutions for Tarrant County

Simos Insourcing Solutions

Workforce Solutions Texoma

Kwik Chek/McCraw Oil

Workforce Solutions of West Central Texas

United States Gypsum Company- Sweetwater Plant

Texas Workforce Solutions Employer of the Year

The Employer of the Year Award recognizes a private-sector employer or employer consortium for significant impact to their community through collaboration with the Texas Workforce Solutions. Employer of the Year nominations are submitted to TWC by Local Workforce Development Boards to honor local employers that exemplify TWC's 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. Five finalists are chosen from among nominations submitted by the 28 local workforce development boards. From these five exemplary finalists, the 2015 Employer of the Year is selected. The nominated employers support the Texas workforce system's goal of ensuring that both employers and workers have the resources and skills Texas needs to remain competitive in the 21st century.

The finalists for the 2015 Workforce Solutions Employer of the Year award were:

Campbell Soup Supply Company

Nominated by Workforce Solutions Northeast Texas

Chevron Phillips Chemical Company

Nominated by Workforce Solutions Gulf Coast

Embassy Suites by Hilton San Marcos Hotel, Spa & Conference Center

Nominated by Workforce Solutions Rural Capital Area

Lockheed Martin Lufkin Operations

Nominated by Workforce Solutions Deep East Texas

Providence Healthcare Network

Nominated by Workforce Solutions for the Heart of Texas

Program Highlight: Chevron Phillips Chemical Company

Texas Workforce Solutions 2015 Employer of the Year

Headquartered in The Woodlands, Chevron Phillips Chemical Company LP (Chevron Phillips Chemical) has eight manufacturing facilities and one research and technology center in Texas. Chevron Phillips Chemical is building its \$6 billion U.S. Gulf Coast Petrochemicals Project. This expansion project will support 10,000 temporary construction and engineering jobs and 400 long-term jobs in Baytown and Old Ocean.

In response to an increasing need for a highly-trained workforce, Chevron Phillips Chemical donated \$75,000 to Lee College in Baytown to begin a workforce development scholarship program for students pursuing a two-year degree in Process Technology, Instrumentation Technology or Electrical Technology. The program recently extended to additional community colleges and dual-credit enrolled high school students in East Harris, Chambers, Liberty, Brazoria and Jefferson counties.

Together with its 50 percent owner company Phillips 66, Chevron Phillips Chemical with Sweeny Independent School District developed a petrochemical academy in Brazoria County in 2014. With an initial combined contribution of \$1.6 million, the educational academy allows high school students to take dual-credit technical college-level courses while attending high school.

Chevron Phillips Chemical also donated \$50,000 in 2014 and in 2015 to sponsor a Junior Achievement Inspire event, a series of all-day career education assemblies attended by nearly 19,000 eighth-grade students in the greater Houston area.

Protection of the Unemployment Compensation Trust Fund

TWC's Regulatory Integrity Division (RID) is charged with detecting and preventing fraud, waste and abuse in all areas of the unemployment insurance program. The division collaborates closely with the Unemployment Insurance and Regulation Division to prevent benefit overpayments *before* they occur. RID maintains robust systems to identify overpayments when they do 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 2015, the division *prevented* more than \$114 million in improper benefit payments, *detected* \$39.7 million in benefit overpayments and *collected* \$82.3 million in delinquent employer taxes, penalties, and interest and \$63 million in unemployment benefit overpayments and penalties.

Serving the Job Seekers and Employees

Offering a broad range of services, the statewide Workforce Solutions network offers opportunities for individuals to connect with employers, contracted service providers and community partners for career growth and advancement. Extending skills training for high-demand jobs through education and training increases job growth, while meeting the demands of skilled labor in economic development and business areas across the state and plays a critical role in the overall services provided by the statewide system. Here are some of the many ways that TWC served the Texas workforce in FY 2015.

Child Care Services

TWC's Child Care Services supports quality child care services and provides child care assistance for low-income families. More than 100,000 children per day from low-income families received federally subsidized child care through TWC in FY 2015. Eligible families of children under the age of 13 may receive child care financial assistance in order for parents to work, attend school or participate in training.

As managed and developed by local workforce development boards, education, guidance and support is provided to participating families in selecting quality care for their children. TWC recently modified its Texas Rising Star (TRS) certification program to promote the availability of quality child care services for children and their families. As part of the adopted modifications, a new rating and logo system makes it easier for parents to choose a child care provider with the advanced level of certification required of the TRS child care providers. The new TRS designations (2-star, 3-star and 4-star) indicate the level of certification met by child care providers participating in the TWC TRS certification system.

TRS certified providers offer quality care that exceeds the State's Minimum Child Care Licensing Standards in five categories: director and staff qualifications; caregiver-child interactions; curriculum; nutrition and indoor/outdoor activities; and parent education and involvement. TRS certified childcare providers exceed minimum licensing requirements to obtain a progressively higher quality level as follows:

- 2 star level – exceeds minimum licensing requirements in all five categories
- 3 star level – meets high-quality standards in at least four of the five categories
- 4 star level – meets highest standards of quality in all five categories

PROGRAM SPOTLIGHT:

Assisting military families with child care

Through the National Association for the Education of Young Children Accreditation Facilitation Project, Workforce Solutions of Central Texas (Central Texas) collaborated with several local, state and national organizations to target child care facilities serving high-risk children. The project promotes the nurturing of a young child's sense of wonder about the natural world. Complementing the Texas Rising Star Provider Program and Texas School Ready!, the project provides training, portfolio development and improvement resources to ensure childcare providers are able to meet the needs of local civilian and military parents. Central Texas created

an award-winning Nature Explore Outdoor classroom which offers a therapeutic atmosphere for learning, creativity and health. Of the 2,202 children receiving services from Central Texas, many are from military families with rigorous schedules and parents with prolonged absences. Central Texas was recognized with the 2015 Outstanding Childcare Quality Incentive Award for serving the needs of the local family population.

Employment Services

Local Workforce Solutions offices coordinate with employers and training and education providers to provide professional networking, training and other services for job seekers to prepare them for and connect them to career opportunities. In FY 2015, more than 1.2 million Texas job seekers received employment services through a combination of job-search and career resources, including workshops, job fairs, résumé writing assistance, access to computers and assistance with WorkInTexas.com, TWC's job matching database. The Workforce Solutions offices also work with local partners to oversee specific programs that assist individuals with barriers to employment.

PROGRAM SPOTLIGHT:

Dressing for Success

Workforce Solutions of the Coastal Bend (Coastal Bend) partnered with Dress for Success Corpus Christi to prepare disadvantaged women with support and resources for economic success. This partnership provides soft skills workshops, networking, mentors, and meetings with staffing agencies and community partners. Once employed, participants received work-related clothing and accessories. The mentoring program will maintain ongoing support for the working women of the Coastal Bend area. Coastal Bend was awarded the 2015 Service to Worker award for this mentoring program.

Labor Law Services

TWC's Labor Law department enforces payday, child labor and minimum wage laws in Texas. In FY 2015, the Labor Law department received 11,734 claims of employers not paying their employees due wages. The department completed 11,255 investigations, ordered more than \$8 million in unpaid wages to be paid, and collected \$5.4 million in unpaid wages for Texas workers. The department received 544 child labor inquiries, conducted 2,497 investigations and found infractions in 98 cases. The Labor Law department also helps ensure that a child is not employed in an occupation or manner that is detrimental to the child's safety, health or well-being and issued 767 certificates of age and child actor permits.

Career Planning Information

Career opportunities and wage and occupation information about the current job market are reported by the Labor Market and Career Information (LMCI) department of TWC. LMCI's Education Outreach Specialists share this labor market data with students, parents and counselors across Texas so they can learn more about the Foundation High School Program endorsements and how they can align their education and career pathways. Students can investigate career planning opportunities, find wage and occupation information and learn about current job market and employment trends through LMCI's online resources. LMCI also provides face-to-face and online training, webinars, and video tutorials for teachers and counselors to learn how to use its many Web-based applications. These applications provide the labor market data needed to inform academic advisors and develop career exploration curriculum for students. Job seekers, economists and economic developers have access to these same tools and information.

Assisting Dislocated Workers

TWC and its Workforce Solutions partners seek innovative ways to assist those who lose employment because of unforeseen circumstances. TWC seeks to leverage available funding resources, such as National Dislocated Worker (NDW) grants, formerly National Emergency Grants (NEG), from the U.S. Department of Labor to provide workforce services. TWC has applied for and is currently using NDW grant funding to assist former employees from the Cargill Meat Packing Plant in Plainview and workers dislocated from Fort Hood as a result of military Base Reduction and Closures and to provide funding that will increase the training capacity of local workforce development boards for the service of WIOA-eligible dislocated workers, especially those who have been unemployed for more than 27 weeks. An additional grant awarded through TWC will benefit an area of the state impacted by significant flooding last spring.

Workforce Training Programs

TWC supports a variety of training programs to educate a ready workforce equipped with the skills needed by Texas employers. In FY 2015, more than 43,000 individuals received training through Workforce Investment Act (WIA), Skills Development Fund, Apprenticeship and other TWC-administered training programs. More than 12,000 workers took part in WIA occupational training which is available to dislocated workers, disadvantaged youth and unemployed or low-wage earning adults. More than 4,600 workers were trained through an apprenticeship program which provides a combination of on-the-job training and classroom instruction for highly skilled trades and occupations.

PROGRAM SPOTLIGHT:

South Texas College leverages with North American Advanced Manufacturing Research & Education Initiative

South Texas College's (STC) Institute for Advanced Manufacturing (IAM) partners with TWC to support regional manufacturers through participation in targeted, customized skills training. Through a Skills Development Fund (SDF) grant, STC serviced three business partners to address training needs for 217 new and incumbent workers in critical machining, welding, quality assurance, robotics and programmable logic for the production of eco-friendly products. By leveraging the North American Advanced Manufacturing Research & Education Initiative with SDF grants at STC, business partners improved staff development by positioning staff for leadership roles through Six Sigma and management training.

Unemployment Benefits and Rapid Response Services

As the administrator of the state's Unemployment Insurance (UI) Trust Fund, TWC processes UI benefit claims for those who find themselves without employment through no fault of their own. In FY 2015, TWC paid more than \$2.6 billion in state and federal unemployment benefits to qualifying individuals from the state's Unemployment Compensation Trust Fund. When workers lose their jobs, local Workforce Solutions offices offer free employment services to help them quickly find new employment opportunities. TWC and Workforce Solutions staff provides Rapid Response assistance to those who lose their jobs because of mass layoffs, plant closures or a natural disaster. They provide immediate, on-site assistance with re-employment services and unemployment insurance information, and group stress and financial management seminars. In some cases, mobile units are dispatched to offer these services.

PROGRAM SPOTLIGHT:

Community Coming Together

After five major layoffs in two months, resulting in 500 individuals losing their jobs, Workforce Solutions Brazos Valley, Washington County Chamber of Commerce and Blinn College worked diligently to assist affected workers. Through collaborative efforts, this rapid response helped workers retain employment in the area. Employers were recruited for job fairs that were within the same industries as the job seekers or in industries with transferable skill sets, allowing for a seamless transition from one job to another. Also included in the recruitment of employers, Workforce provided résumé writing and interviewing skills workshops to be provided at the job fairs, in addition to WorkInTexas.com assistance for individuals.

Trade Affected Workers

Workers adversely affected by increased foreign imports or jobs being shifted due to the global economy may be eligible for federal Trade Adjustment Assistance (TAA) benefits. Re-employment, training, job search, relocation allowances and support benefits are provided for displaced workers. More than 6,000 workers were determined to be potentially eligible to receive TAA benefits by TWC in FY 2015. More than 3,000 individuals participated in training programs improving their ability to gain employment. After exhausting regular unemployment benefits, some individuals may be eligible for Trade Readjustment Allowances, Alternative TAA and/or Re-employment TAA for older workers.

Online Job Matching Resource

TWC's WorkInTexas.com is available at no cost and offers recruiting assistance to Texas employers to fill job vacancies. With more than 135,000 available job listings daily and 400,000 registered job seekers, WorkInTexas.com is a human resources partner and has become one of the largest job-matching networks available. Employers can use the site to post job notices, search résumés, check labor availability and access recruitment tools—all free of charge, 24 hours a day, seven days a week. With more than a decade of helping Texans, WorkInTexas.com has directly filled close to 2.4 million jobs posted on the site.

Migrant and Seasonal Farm Workers

Workforce Solutions offices provide outreach programs for Migrant and Seasonal Farm Workers (MSFWs), including employment services, benefits, protection, counseling, testing and job training referral services. This program outreached a total of 9,204 MSFWs during their 2014 program year (PY 2014) which runs from July 2014 through June 2015. Outreach programs are designed to encourage workers to visit the centers to receive the full array of services and to enhance their employability and provide support for self-sustainability. In PY 2014 TWC and the 28 local workforce development boards registered a total of 9,636 MSFWs on WorkInTexas.com. PY 2014 represents the fifth consecutive year that TWC and Workforce Solutions staff have met all five MSFW U.S. Department of Labor equity indicators showing that they were served at a rate equivalent to or greater than the general public. Workforce Solutions staff served 7,927 MSFWs during the state FY 2015 by providing workforce services, such as job referrals and career guidance to MSFWs.

Adult Education and Literacy

Adult education and literacy programs funded by TWC provide English language, math, reading and writing instruction to help students acquire the skills needed to succeed in the workforce, earn a high school equivalency or enter college or career training. TWC's Adult Education and Literacy (AEL) program supports employment and training awareness, career readiness and transition opportunities for its adult students. AEL students return to education with unique and diverse objectives including finding or maintaining employment or becoming self-sufficient. Supporting employment transition, students can increase their skills, achieve high school equivalency and obtain credentials which will support the goals of gaining employment, career advancement and increased wages. In FY 2015, TWC found more than 4,800 adult students who had been unemployed when they entered the program were working in the first quarter after completing the program.

PROGRAM SPOTLIGHT:

Texas Adult Completion and Skills Initiative

Leveraging community partnerships, the first Texas Adult Completion and Skills Initiative was awarded this year to Alamo Colleges (Alamo) and South Texas College (STC). The initiative provided services to 16-to-25 year olds who are out of school and do not have a high school diploma or GED. Alamo and STC received grants to partner with local independent school districts and workforce development boards to prepare young adults with career transition support and/or to enter college training for high-demand occupations. This grant project included a High School Completion Program, a Career and Technical Education Program (CTE), College and Career transitional Support and Job Development and Employment Services. Alamo planned to enroll 1,220 students in the High School Completion Program and co-enroll approximately 275 students in the CTE program. STC has proposed an enrollment of 88 students in both programs.

Building Tomorrow's Workforce

Programs which help students prepare for life beyond high school and prepare them for the high-demand jobs in Texas are critical to the future of the Texas workforce. TWC works closely with the Texas Education Agency, the Higher Education Coordinating Board, 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. Here are some of the programs TWC supported in FY 2015.

Career Planning Services for Students

TWC works closely with the Texas Education Agency to provide labor market information and career guidance information to schools as students begin to navigate the Foundation High School Program in Texas which requires them to select a career pathway or endorsement beginning in the eighth grade. TWC and local workforce boards continue to find new ways to expose students to the world of work and prepare them for life after high school. TWC works directly with community and education partners to provide presentations, professional development training and webinars to teach partners how to utilize LMCI data tools exposing students to new industries and occupations. The agency's online tools [Reality Check](#) and [Texas Cares](#) are accessed by thousands of students, teachers, parents and counselors each month as they seek to determine the relationship between different career choices and the lifestyle support and educational requirements for each.

PROGRAM SPOTLIGHT:

Project Phoenix Takes Flight

Project Phoenix was launched by Workforce Solutions Cameron (Cameron) to provide career awareness, job-readiness workshops and work experience opportunities to at-risk youth. With the use of the mobile resources lab, Cameron facilitated job-readiness and soft skills workshops to youth in the juvenile justice system. A total of 107 participants successfully completed workshops and received career awareness services. After a competitive essay contest by Cameron, 24 individuals were given the opportunity for summer employment based on their essays. Cameron was recognized with the 2015 Youth Inspiration and Career Awareness Award for this project.

High School Robotics

TWC supports youth education programs that prepare students for high-demand careers as demonstrated through its partnership with after-school robotics programs. TWC sponsors individual teams and events through the Foundation for Inspiration and Recognition of Science and Technology (*FIRST*) and the Robotics Education and Competition Foundation. In 2015, TWC supported 4,730 teams across the state, inspiring students to be leaders in science and technology by engaging them in exciting mentor-based programs that build science, engineering and technology skills and inspire innovation while fostering well-rounded life capabilities. Support for Robotics continues to grow and beginning in 2015 the University Interscholastic League will officially sanction statewide robotics competitions.

Texas Science and Engineering Fair

More than 1,100 middle and high school students came to this past year's Texas Science and Engineering Fair in San Antonio to display their outstanding projects and compete for awards in 17 project categories. TWC has been a proud sponsor of the Texas Science and Engineering fair for the past 14 years as part of its efforts to encourage student interest in STEM disciplines. Winning high school entries were qualified for the Intel International Science and Engineering Fair in Pittsburgh, and those participants were provided with full scholarships to participate in the Governor's Science and Technology Champions Academy summer camp. The best and brightest in Texas participate in the event and hone their skills in STEM and prepare themselves for future high-demand jobs in Texas.

Governor's Science and Technology Champions Academy

The Governor's Science and Technology Champions Academy is a week-long science, technology, engineering and math (STEM) hands-on residential summer camp that explores the practical applications of STEM endeavors and exposes the students to exciting career options that involve high-tech skills. Top finishers from the high school division of the Texas Science and Engineering Fair are automatically invited to attend. The spring 2015 camp was hosted by Texas A&M University and focused on five advanced college-level tracks with hands-on laboratory activities in the areas of chemistry, biochemistry, engineering, veterinary science and calculus.

Dual-Credit and Career and Technical Education Programs

TWC partnered with public junior colleges, public state colleges or public technical colleges under an agreement with school districts across the state to expand dual-credit and career and technical education programs through the use of Skills Development Funds. TWC Commissioners authorized \$1,346,857 to support the creation and expansion of these programs in Texas schools. Projects are funded in an effort to respond to industry demands for skilled workers in technical fields, while enabling high school students to complete college credit hours in addition to high school coursework, better preparing them for employment or further education.

Program Spotlight:

Community Partnership Grows Local Workforce

Workforce Solutions for Tarrant County (Tarrant County) was awarded the 2015 Industry Sector Outreach Award for the establishment of the Mansfield Manufacturing Partnership. Tarrant County partnered with Mansfield Economic Development Corporation, Mansfield Independent School District–Ben Barber Career and Technology Academy and five manufacturing companies to form the Mansfield Manufacturing Partnership. The partnership pooled their resources to address the need for computer numeral control machinists at local companies. Through classroom instruction and job shadowing during internships, high school seniors were given hands-on experience with the five partnering companies and provided an opportunity to explore an alternative career path with high wages.

Governor's Summer Merit Program

The Governor's Summer Merit Program, which works to inspire Texas youth to pursue STEM related careers, introduces students to one or more of six industry clusters: advanced technologies and manufacturing, aerospace and defense, biotechnology and life sciences, information and computer technology, petroleum refining and chemical products, and energy. In 2015, TWC awarded 13 grants totaling nearly \$900K to Texas universities and community colleges for summer youth camps focusing on STEM. The grants provide the opportunity for nearly 1,100 students between the ages of 14 and 21 to attend camps. Several of the camps are specifically targeted to encourage young women and minorities to pursue further education and careers in STEM fields.

Externship for Teachers Initiative

In 2015, TWC awarded \$558,079 to eight boards as part of the Externship for Teachers program. During the summer, Teachers shadowed workers in all areas of their assigned company to help each of them better understand the relevance of what they teach, learn the skills critical to local businesses and to provide new ideas for lesson plans that demonstrate how the classroom skills are used at work. These experiences help strengthen the connection between business and education. Externships took place within various industries including automotive, engineering, manufacturing, construction, architecture, local government, media, logistics, energy, non-profits, financial and health care.

The Externships for Teachers initiative will create partnerships among workforce, industry and educators to develop an effective workforce system. Several workforce development boards participated in the 2015 initiative including Brazos Valley, Golden Crescent, Alamo, South Texas, Coastal Bend, Lower Rio Grande Valley, Texoma and Gulf Coast.

PROGRAM SPOTLIGHT:

Creating Engaging Career Conferences

Workforce Solutions Lower Rio Grande Valley (Lower Rio) developed strategic collaborations to launch youth inspired programs to address area workforce needs. Through local partnerships, Lower Rio implemented a comprehensive approach to promoting career awareness in young adults including Project HIRE, Externships for Teachers, Youth Career Conferences and a Parental Engagement Conference. Approximately 1,100 youth had the opportunity to visit with 110 business partners and colleges to learn and understand more about today's in-demand job careers. These initiatives allow for a more seamless transition and create an environment where youth are able to make informed decisions for their future. In 2015 Lower Rio was recognized by TWC with the Youth Inspiration and Career Awareness Award.

Apprenticeship Training

In FY 2015, more than 4,600 people participated in TWC's Apprenticeship training programs. These program help prepare and train individuals for a career in a skilled trade or craft. The training program meets the skilled workforce needs of highly skilled occupations, creating lifelong careers. Structured on-the-job learning in emerging industries such as construction, manufacturing, health care, information technology, energy and telecommunications connect job seekers to new skills that are in demand by employers. Apprentices can earn competitive wages while obtaining valuable industry-related skills in more than 1,200 occupations. For more information visit texasworkforce.org/apprenticeship.

Helping Veterans Transition to Civilian Life

TWC sponsors several initiatives aimed at assisting our returning veterans in acquiring employment opportunities. These initiatives encourage Texas employers to hire veterans and take advantage of the unique talents, skills and discipline that veterans can provide in a variety of industries and occupations. In FY 2015, TWC provided more than 112,500 veteran job seekers with employment services. The state's largest job matching database, WorkInTexas.com, is used by both TWC and Texas Veteran Commission (TVC) representatives with Workforce Solutions offices across the state to track employment services provided to veteran job seekers. WorkInTexas.com provides a few special features for veterans and employers, including a two-day hold on all newly created job postings, the ability for employers to designate their jobs for veteran applicants only and notifications that identify veteran job seekers to employers. In addition to these efforts, TWC seeks to offer veterans with opportunities for employment within its own ranks. TWC was honored to receive the Large Government Entity Employer of the Year award for 2015 from the TVC. Among its 2,797 employees, 11 percent are veterans and 31.4 percent of all new employees hired during FY 2015 were veterans.

Texas Veterans Leadership Program

The Texas Veterans Leadership Program (TVLP) is a resource and referral network through TWC that connects returning veterans with the resources and tools needed to lead productive lives and enjoy the benefits of the society they have willingly served. Each of the 28 local workforce development boards across the state is assigned an individual TVLP Veterans Resource and Referral Specialist to assist veterans with needed resources. Since the program's inception in 2008, TVLP Resource and Referral Specialists have reached out to more than 26,000 veterans and provided services to more than 21,000 veterans.

Veteran and Industry Partnership

The Veteran and Industry Partnership (VIP) program helps U.S. military veterans get the advanced training needed for specific occupations in the expanding information technology, advanced manufacturing and petrochemical industries. Accelerated training provided through the initiative prepares veterans for employment in these high-demand industry occupations. TWC dedicated \$4.3 million from the Skills Development Fund to focus specifically on training for veterans in parts of Texas where demand is high for occupations in the three targeted industries. Seventeen community colleges located in high-veteran population areas administer VIP training for occupations that have been identified as high-demand by private-industry representatives and local workforce boards in the targeted regions.

Hiring Red, White & You!

On November 12, TWC, in partnership with the local workforce development boards, the Texas Medical Center and Texas Veterans Commission held its Fourth Annual *Hiring Red, White & You!* statewide hiring event for military veterans and their spouses. The event was held at 27 venues throughout the state to give veterans access to employment opportunities. Nearly 11,500 total job seekers attended this year's job fairs and there were nearly 1,800 employers available, resulting in more than 370 individual on-site hires and many other interviews and networking opportunities. Since its inception in 2012, the annual *Hiring Red, White & You!* hiring events have benefitted more than 30,000 job seekers.

College Credit for Heroes

College Credit for Heroes is a cooperative effort with 42 community and technical colleges and universities throughout the state. Launched in 2011, the program is designed to help service members accelerate the completion of college degrees and certifications that will help them transition to civilian occupations more quickly. College Credit for Heroes provides military veterans the ability to receive college credit for training they completed during their military service and the opportunity to participate in accelerated degree and certification programs. CollegeCreditforHeroes.org was developed to help veterans and service members receive additional college credit hours with an official evaluation that can be used by colleges throughout the state. Recently added partnership programs include a first-of-its kind partnership with Texas Tech University that creates a bachelor of nursing program for participating veterans and additional programs that further expand College Credit for Heroes to locations throughout Texas. College Credit for Heroes has received more than 10,000 requests for evaluations for college credit by Texas veterans.

Skills for Veterans

The [Skills for Veterans](#) initiative dedicates up to \$1 million from the Skills Development Fund to address training needs or upgrade existing skills of newly hired post-9/11 veterans for up to \$1,450 for each veteran. The program covers tuition and fees for course offerings at local community colleges for veterans who served in Operation Iraqi Freedom/Operation New Dawn or Operation Enduring Freedom. The educational partner works with the business to identify training courses to enhance the skills of veteran workers and benefit the employer's business operations. All private businesses, including private, nonprofit hospitals, are eligible to apply for this grant for training offered by their local community or technical college or the Texas Engineering Extension Service.

Online Resources for Veterans

TWC maintains online tools designed to help transitioning service members and veterans as they transition to civilian life. Texasskillstowork.com is designed to help 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 TexasWideOpenForVeterans.com helps transitioning veterans learn about the resources available to veterans who choose to make Texas their home after their military career and want to learn more about the opportunities to live, work and play in the Lone Star State.

Assisting Targeted Populations

Foster Youth and Transitioning Adults

TWC has subsidized foster youth transition centers that serve both current and former foster youth between the ages of 14 and 25. The number of youth aging out of foster care continues to rise each year. Transition centers offer life-skills classes, mentoring opportunities and appropriate support services through an all-in-one assistance system. Youth are additionally provided with a safe place to receive the skills to become independent. The Texas Department of Family and Protective Services' Preparation for Adult Living program provides the youth in these transition centers with case management services and financial support. This initiative also concentrates on helping foster youth access training that will help them become self-sufficient, advance their skills and steer them towards higher self-esteem and further success as they transition into adulthood.

SNAP Benefit Recipients

During FY 2015, more than 55,400 individuals who qualify for Supplemental Nutritional Assistance Program (SNAP) benefits received employment services through area Workforce Solutions offices. Workforce development boards and contractors provide assistance with job search, vocational education and training, transportation and dependent care needs. The overall goal of SNAP is to assist SNAP recipients by improving their ability to obtain regular employment and reduce their dependency on public assistance.

Senior Citizens Employment Program

Nearly 790 unemployed senior citizens took part in TWC's Senior Community Service Employment Program (SCSEP). The SCSEP program assists job seekers age 55 and older in securing unsubsidized employment. Through this program, seniors benefit from training, counseling and community-based services prior to transferring into the workforce. Program participants earn while they learn, gaining competitive job skills and refining existing skills through paid, part-time, on-the-job training assignments at nonprofit organizations and government agencies. During training, participants earn minimum wage and provide valuable community service.

TANF Choices Employment Assistance Program

During FY 2015, 33,627 applicants, current recipients, non-recipient parents or former recipients of Temporary Assistance for Needy Families (TANF) cash assistance benefited from TWC's Choices program. TANF helps those in need transition from welfare to work through participation in structured job search activities. The Work First service model operates with the goal of unsubsidized employment at the earliest opportunity with temporary assistance. Workforce Solutions staff is available to provide job referrals and job search assistance using the WorkInTexas.com job matching networking system.

Noncustodial Parent Choices Program

The Noncustodial Parent (NCP) Choices Program is a collaborative effort of the Texas Workforce Commission (TWC), the Texas Office of the Attorney General (OAG), local workforce development boards (boards) and family court judges. NCP Choices targets workforce assistance to low-income, unemployed, or underemployed NCPs who are behind on their child support payments and whose children are current or former recipients of public assistance. In FY 2015, more than 4,900 Texas parents received assistance from the NCP Choices program, more than \$54 million was collected in child support payments (from all NCPs ever ordered into the program and excluding federal offsets) and the number of participating boards increased from 19 to 21. To date more than 25,400 NCPs have been ordered into the program and more than \$202 million has been collected in child support since 2005.

Ensuring Program Integrity

Career Schools and Colleges

Career schools are privately-owned institutions offering classroom or online training with varying costs and programs. TWC licenses career schools and ensures the qualifications of the faculty, the quality of the facilities, class size, student completion rates, student employment rates and other criteria required to operate a career school in the state of Texas. TWC is also charged with investigating complaints filed by students as well as unlicensed school reports. Nearly 580 career schools and colleges in Texas provide vocational training to approximately 155,000 students statewide with 73.18 percent of vocational program graduates being employed in the occupational field for which they were trained.

Regulatory Integrity and Fraud Services

The Regulatory Integrity Division (RID) of TWC is tasked with preventing, identifying and stopping fraud, waste and abuse through enforcement of all regulatory provisions of the programs under the Agency's purview. Programs include unemployment insurance benefits and tax, Trade Adjustment Assistance under the Trade Act of 1974, subsidized child care benefits, grants under the Skills Development and Self-Sufficiency Funds, and all other workforce development programs under the jurisdiction of TWC's Workforce Development Division.

Rapid Process Improvement Initiatives

TWC has continued to embrace the business industry standard for Rapid Process Improvement (RPI) and quality service delivery by implementing the methodology of the Integrated Theory of Constraints through 27 major RPI projects. TWC is continuing to apply lean business principles to all of its functional areas. The concept of doing more—more efficiently and effectively—with less effort has lead TWC to harness and utilize excess energy to increase quality and throughput. Ultimately, TWC is accomplishing its mission by bringing products and services to customers better, faster, cheaper and with even-higher quality and value.

Protecting Civil Rights in Employment and Housing

TWC's Civil Rights Division (CRD) seeks to prevent and reduce employment and housing discrimination in the state by enforcing state and federal law and providing compliance monitoring, education and outreach.

Employment Discrimination

CRD enforces laws that prohibit employment discrimination in Texas. 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 or state military training/duty. In FY 2015, CRD investigated and closed 1,087 employment complaints. Of those complaints, 121 were no fault settlements and 127 were withdrawals with settlement.

Employment Discrimination Complaints

The following table illustrates the basis of employment complaints received both statewide and by CRD in FY 2015. Retaliation was the most common basis for employment complaints filed with CRD and statewide during FY 2015 followed by sex for CRD and race statewide. These categories followed the same pattern as complaints received in FY 2014.

Table 1. CRD and Statewide Employment Complaints Filed by Basis

CRD			STATEWIDE		
BASIS	NUMBER	PERCENTAGE	BASIS	NUMBER	PERCENTAGE
Sex	312	33%	Sex	2,865	30%
Race	240	26%	Race	3,296	35%
Color	147	16%	Color	438	5%
Age	253	27%	Age	1,947	21%
Disability	264	28%	Disability	2,758	29%
National Origin	232	25%	National Origin	1,268	13%
Religion	22	2%	Religion	324	3%
Retaliation	321	34%	Retaliation	4,581	48%
Genetic Information	0	0%	Genetic Information	17	0%
Other	0	0%	Other	99	1%
TOTAL FILED*	932	N/A	TOTAL FILED*	9,483	N/A

*Note: CRD numbers are a subset of the State numbers. Please note that there were a total of 932 CRD Charges and a total of 9,483 State Charges in FY 2015. Some charges filed involve multiple bases. Therefore, the percentage were calculated based on the number of charges filed.

The following table illustrates the issues received by CRD and statewide in FY 2015. Discharge and harassment were the most common issues for employment discrimination complaints filed with CRD and statewide. These categories also tracked similarly to complaints received in FY 2014.

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

CRD			STATEWIDE		
ISSUES	NUMBER	%	ISSUES	NUMBER	%
Discharge	543	58%	Discharge	5,641	59%
Terms and Conditions	141	15%	Terms and Conditions	2,238	24%
Sexual Harassment	105	11%	Sexual Harassment	815	9%
Promotion	51	5%	Promotion	530	6%
Hiring	44	5%	Hiring	398	4%
Demotion	73	8%	Demotion	318	3%
Layoff	30	3%	Layoff	187	2%
Wages	99	11%	Wages	585	6%
Reasonable Accommodation	106	11%	Reasonable Accommodation	1,026	11%
Benefits	1	0%	Benefits	150	2%
Discipline	162	17%	Discipline	1,199	13%
Harassment	444	48%	Harassment	2,499	26%
Language/Accent Issue	0	0%	Language/Accent Issue	48	1%
Other	214	23%	Other	2,171	23%
TOTAL FILED*	932	N/A	TOTAL FILED*	9,483	N/A

*Note: CRD numbers are a subset of the State numbers. There were a total of 932 CRD Charges and a total of 9,483 State Charges in FY 2015. Some charges filed involve multiple issues. Therefore, the percentages were calculated based on the number of charges filed.

The majority of employment cases were closed due to no reasonable cause for discrimination with CRD and statewide. However, approximately one-quarter of CRD's employment cases were closed with resolutions other than without merit. These resolutions consist of cases with outcomes favorable to complainants, including cause findings, successful conciliations, settlement agreements, and withdrawals with settlement. The average processing time for employment complaints resolved by CRD in FY 2015 was 148 days, down from 161 days in FY 2014.

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 and the U.S. Fair Housing Act which is designed to protect 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). CRD investigated and closed 384 housing complaints in FY 2015, of which 104 were successfully conciliated and 20 were withdrawals with settlement. 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.

For many years CRD has offered a very successful early mediation program to parties involved in employment discrimination cases. During FY 2015, individuals with fair housing complaints had the opportunity to participate in the mediation process, too. For those cases in which complainants and respondents agree to participate, a trained fair housing mediator assists the parties in negotiating a resolution of the complaint. The mediator serves as a guide, establishes the procedure by which the issues are discussed, generates options for resolving the dispute and facilitates consideration of mutually acceptable solutions by the parties. Although the mediator controls the process, it is the parties themselves who ultimately determine a resolution that works best for them. By investing themselves in the process, the parties have an excellent chance of reaching a settlement that is acceptable to all sides.

Housing Discrimination Complaints

The following tables demonstrate the basis of housing complaints received both statewide and by CRD in FY 2015. As in FY 2014, disability, followed by race, were the most common basis of housing complaints filed with CRD and statewide.

Table 4. CRD and Statewide Housing Complaints Filed by Basis

CRD			STATEWIDE		
BASIS	NUMBER	PERCENTAGE	BASIS	NUMBER	PERCENTAGE
Disability	208	55%	Disability	431	51%
Race	113	30%	Race	300	35%
Sex	41	11%	Sex	98	12%
Familial Status	21	6%	Familial Status	60	7%
National Origin	41	11%	National Origin	103	12%
Color	1	0%	Color	1	0%
Retaliation	19	5%	Retaliation	43	5%
Religion	4	1%	Religion	10	1%
TOTAL FILED*	357	N/A	TOTAL FILED*	852	N/A

Note: There were a total of 357 cases filed with CRD and 852 cases filed statewide. Therefore, the percentages above were calculated based on the number of complaints filed. Since a complaint may have more than one basis, the percentages will total more than 100%.

The majority of the complaints filed involved terms and conditions as an issue. Refusal to rent was the second most popular issue for discrimination complaints filed in FY 2015 with CRD and statewide. In FY 2014, the highest percentage was also terms and conditions, and likewise, refusal to rent was a major category along with others.

Table 5. CRD and Statewide Housing Complaints Filed by Issue

CRD			STATEWIDE		
ISSUE	NUMBER	%	ISSUE	NUMBER	%
Terms and Conditions	248	69%	Terms and Conditions	633	74%
Refusal to Rent	125	35%	Refusal to Rent	289	34%
Refusal to Sell	3	1%	Refusal to Sell	8	1%
Discriminatory Financing	6	2%	Discriminatory Financing	18	2%
Discriminatory Advertising	26	7%	Discriminatory Advertising	54	6%
False Representation	12	3%	False Representation	19	2%
Intimidation/Interference	123	34%	Intimidation/Interference	228	27%
Reasonable Accommodation	112	31%	Reasonable Accommodation	255	30%
Reasonable Modification	5	1%	Reasonable Modification	11	1%
Design and Construction	8	2%	Design and Construction	11	1%
Other	22	6%	Other	37	4%
TOTAL FILED*	357	N/A	TOTAL FILED*	852	N/A

*Note: There were a total of 357 cases filed with CRD and 852 cases filed statewide. Therefore, the percentages were calculated based on the number of complaints filed. Since a complaint may have more than one issue, the percentages will total more than 100%.

More than one-third of complaints were determined by CRD to have reasonable cause, and were closed with successful conciliation or withdrawal after resolution. The majority of cases were closed by CRD with no reasonable cause. CRD issued two of the three statewide FY 2015 reasonable cause cases. The average processing time for housing complaints resolved by CRD for FY 2015 was 161 days, down from 206 days in FY 2014. CRD also was able to meet stringent HUD timeliness performance measures for resolution of cases during the contract year 2015: at least half of cases resolved within 100 days and 95% of aged cases pending as of July 1, 2014 resolved before June 30, 2015.

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

CRD			STATEWIDE		
CLOSURE TYPE	NUMBER	%	CLOSURE TYPE	NUMBER	%
Cause*	9	2%	Cause*	19	2%
No Reasonable Cause	235	62%	No Reasonable Cause	432	45%
Successful Conciliation*	104	27%	Successful Conciliation*	285	30%
Withdrawal after Resolution	20	5%	Withdrawal after Resolution	148	16%
Complainant Withdrawal	9	2%	Complainant Withdrawal	34	4%
Failure to Cooperate	0	0%	Failure to Cooperate	11	1%
Lack of Jurisdiction	6	2%	Lack of Jurisdiction	14	1%
Unable to Locate	0	0%	Unable to Locate	5	1%
Untimely Filed	0	0%	Untimely Filed	2	0%
Judicial Consent	0	0%	Judicial Consent	0	0%
Other*	1	0%	Other*	4	0%
TOTAL	384	100%	TOTAL	954	100%

*Notes: Cause cases reflected have not been closed. The fiscal year that a cause case is closed may differ and will be reflected as Successful Conciliation, Judicial Consent or Other. Also, housing closure types do not include a Right to Sue Issued category. Other includes Litigation Ending in No Discrimination and U.S. Department of Justice Dismissal.

State Agencies New Hires and Workforce Summary

TWC's CRD reviews personnel policies and procedures of each state agency as required by chapter 21 of the Texas Labor Code. CRD also monitors discrimination complaints about state agencies. The following tables illustrate statewide agency new hires and workforce data and discrimination complaint reports. Heads of state agencies and institutions of higher education use the information in this report in conjunction with their own analysis of their current workforce to develop a recruitment plan that addresses any underutilization in identified job categories pursuant to Texas Labor Code §§ 21.501 and 21.502.

STATE OF TEXAS
STATEWIDE REPORTING GROUP
ANNUAL REPORT - STATEWIDE NEW HIRE/WORKFORCE SUMMARY
FINAL
FOR 09/01/2014 THROUGH 08/31/2015

STATEWIDE AGENCY NEW HIRES

Code	Job Category	Total Number of New Hires	Total Number Of African Americans	Total Number of Hispanic Americans	Total Number of Females	Total Number of Others
A	OFFICIALS/ADMINISTRATORS	2,713	206	332	1,329	1,160
C	ADMINISTRATIVE SUPPORT	9,932	1,677	3,175	7,613	1,177
M	SERVICE/MAINTENANCE	2,876	773	863	1,219	782
P	PROFESSIONALS	27,876	3,086	4,152	15,713	9,465
Q	PARA-PROFESSIONAL	5,971	2,195	1,745	3,923	745
R	PROTECTIVE SERVICES	9,931	3,754	2,215	4,809	2,228
S	SKILLED/CRAFT	1,274	100	309	65	821
T	TECHNICIANS	10,695	1,842	2,431	6,474	2,888
	TOTALS	71,268	13,633	15,222	41,145	19,266

STATEWIDE AGENCY WORKFORCE

Code	Job Category	Total Number of Employees	Total Number Of African Americans	Total Number of Hispanic Americans	Total Number of Females	Total Number of Others
A	OFFICIALS/ADMINISTRATORS	20,301	2,220	3,243	10,642	7,393
C	ADMINISTRATIVE SUPPORT	44,558	8,435	13,830	37,181	3,754
M	SERVICE/MAINTENANCE	14,196	3,511	4,946	6,238	3,583
P	PROFESSIONALS	163,142	17,789	25,682	91,381	56,074
Q	PARA-PROFESSIONAL	22,938	7,904	6,626	16,225	2,589
R	PROTECTIVE SERVICES	51,278	17,276	11,565	23,597	13,641
S	SKILLED/CRAFT	10,591	905	2,804	671	6,478
T	TECHNICIANS	45,468	8,029	11,865	27,849	11,638
	TOTALS	372,472	66,069	80,561	213,784	105,150

DATA FROM THE COMPTROLLER OF PUBLIC ACCOUNTS

State Agency Policy Reviews and Discrimination Complaints

As a result of CRD's reviews, the division found that instances of noncompliance were greatest in the areas of hiring process and evaluations, closely followed by noncompliance with the Americans with Disability Act, as amended (ADAAA) under Texas Labor Code § 301.157. In FY 2014 the top two areas of noncompliance were EEO initial and refresher training and ADAAA. Due in large measure to the offering of a computer based training module by TWC in August of 2014, EEO training compliance has increased substantially.

TWC is required to provide in-depth, Equal Employment Opportunity (EEO)/Sexual Harassment training to its supervisors and managers under Texas Labor Code § 21.556. Three agencies incurred two complaints, and four agencies had one complaint. The majority of complaints were closed as withdrawal with benefits. The highest bases were retaliation and sex. Demotion, followed by harassment and wages, were the most common issues for state agency complaints in FY 2015.

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

Category of Non-Compliance	FY14	%	FY15	%
Recruitment Plan	2	4%	9	14%
Hiring Process	4	8%	15	24%
Performance Evaluations	8	16%	15	24%
Americans with Disabilities Act As Amended	14	29%	14	22%
EEO Training	21	43%	10	16%
Total	49	100%	63	100%

Table 8. State Agency Discrimination Complaints Other Than Without Merit--By Type of Closure

Type of Closure	Number	Percentage
Withdrawal with Benefits	7	54%
Cases Settled With Benefits	3	23%
Conciliation Failure	2	15%
Cause Finding	1	8%
Total	13	100%

Table 9. State Agency Discrimination Complaints Other Than Without Merit--Filed by Basis

Basis	Number	Percentage
Sex	8	62%
Race	1	8%
Color	0	0%
Age	1	8%
Disability	5	38%
National Origin	1	8%
Religion	0	0%
Retaliation	9	69%
Genetic Information	0	0%
Other	1	8%
Total	13	

There were a total of 13 state agencies having complaints other than without merit, some of which were filed with multiple bases. Therefore, the percentage is calculated based on the total number of complaints other than without merit.

Table 10. State Agency Discrimination Complaints Other Than Without Merit--Filed by Issue

Issue	Number	Percentage
Discharge	5	38%
Terms and Conditions	5	38%
Sexual Harassment	5	38%
Promotion	2	15%
Hiring	1	8%
Demotion	9	69%
Layoff	0	0%
Wages	7	54%
Reasonable Accommodation	1	8%
Benefits	0	0%
Discipline	5	38%
Harassment	7	54%
Language/Accent Issue	0	0%
Other	0	0%
Total	13	

There were a total of 13 state agencies having complaints other than without merit, some of which were filed with multiple bases. Therefore, the percentage is calculated based on the total number of complaints other than without merit.

Collaborating with Other State Agencies

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. TWIC recommends local workforce development board plans and plan modifications and submits them to the governor for final approval. TWIC reviews each board plan to ensure that local goals and objectives are consistent with statewide long-term objectives and reports annually to the governor and the Texas Legislature on the implementation of the system strategic plan.

Texas Education Agency (TEA) and Texas Higher Education Coordinating Board (THECB) TWC has a strong partnership with TEA and THECB in an effort to ensure that student outcomes are aligned with the job skills needs of employers. TWC assists with strategic planning for education and training for workforce needs statewide. TWC is pleased to be involved in a unique collaboration with TEA and THECB to assess the curriculum requirements for public schools and legislation supporting early college high schools. TWC shares relevant 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. Support of early childhood education and professional development along with English as a Second Language (ESL) and Adult Education and Literacy (AEL) programs are critical collaborations as well. The recent successful transfer of AEL was facilitated by a strong partnership between TWC and TEA. The partnership between THECB and TWC through the College Credit for Heroes program has enabled veterans to receive college credit for the experience and training they received while serving in the armed forces. In addition, THECB and TWC are working together to implement the new Texas Fast Start program to promote rapid delivery of workforce education and development.

Texas State Technical College (TSTC), Texas Engineering Extension Service (TEEX) and Public Community Colleges TWC administers the state's Skills Development Fund and collaborates with Texas community and technical colleges and TEEX to support job-training programs among these training and education providers. Through this collaboration, 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.

Office of the Governor Economic Development and Tourism Division TWC helps coordinate and provides presentations and resources for the Governor's Small Business Forums that are held throughout the state. The forums provide valuable information and support for the nearly 470,000 Texas employers who employ 100 or fewer workers.

Texas Office of the Attorney General (OAG) TWC works with OAG to coordinate the use of information from OAG's New Hire database to cross-match hiring information on unemployment insurance claimants to reduce overpayment of benefits, to recover past overpayments and to facilitate the payment of child support. TWC and OAG collaborate with child support courts to provide job-placement assistance for noncustodial parents so that they can pay child support.

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 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).

Local Workforce Development Boards

ALAMO

Board Expenditures: \$ 71,602,622*
Number of Workforce Solutions Offices: 17
210-272-3260
www.workforcesolutionsalamo.org

BORDERPLEX

Board Expenditures: \$ 36,875,825*
Number of Workforce Solutions Offices: 11
915-887-2200
www.borderplexjobs.com

BRAZOS VALLEY

Board Expenditures: \$ 9,944,764*
Number of Workforce Solutions Offices: 6
979-595-2800
www.bvjobs.org

CAMERON COUNTY

Board Expenditures: \$ 20,940,566*
Number of Workforce Solutions Offices: 4
956-548-6700
www.wfscameron.org

CAPITAL AREA

Board Expenditures \$ 33,574,201*
Number of Workforce Solutions Offices: 3
512-597-7100
www.wfscapitalarea.com

CENTRAL TEXAS

Board Expenditures: \$ 18,677,804*
Number of Workforce Solutions Offices: 5
254-939-3771
www.workforcelink.com

COASTAL BEND

Board Expenditures: \$ 20,473,564*
Number of Workforce Solutions Offices: 9
361-885-3016
www.workforcesolutionscb.org

CONCHO VALLEY

Board Expenditures: \$ 5,564,548*
Number of Workforce Solutions Offices: 1
325-653-2321
www.cvworkforce.org

DALLAS COUNTY

Board Expenditures: \$ 82,372,335*
Number of Workforce Solutions Offices: 9
214-290-1000
www.wfsdallas.com

DEEP EAST TEXAS

Board Expenditures: \$ 12,996,926*
Number of Workforce Solutions Offices: 6

936-639-8898
www.detnetwork.org

EAST TEXAS

Board Expenditures: \$ 27,023,061*
Number of Workforce Solutions Offices: 14
903-984-8641
www.easttexasworkforce.org

GOLDEN CRESCENT

Board Expenditures: \$ 6,069,549*
Number of Workforce Solutions Offices: 8
361-576-5872
www.gcworkforce.org

GULF COAST

Board Expenditures: \$ 185,468,679*
Number of Workforce Solutions Offices: 28
713-627-3200; 888-469-5627
www.wrksolutions.com

HEART OF TEXAS

Board Expenditures: \$ 12,446,237*
Number of Workforce Solutions Offices: 4
254-296-5300
www.hotworkforce.com

LOWER RIO GRANDE VALLEY

Board Expenditures: \$ 43,863,419*
Number of Workforce Solutions Offices: 5
956-928-5000
www.wfsolutions.org

MIDDLE RIO GRANDE

Board Expenditures: \$ 7,676,910*
Number of Workforce Solutions Offices: 6
830-591-0141
www.mrgwb.org

NORTH CENTRAL

Board Expenditures: \$ 55,316,465*
Number of Workforce Solutions Offices: 15
817-695-9184
www.dfwjobs.com

NORTHEAST TEXAS

Board Expenditures: \$ 10,452,478*
Number of Workforce Solutions Offices: 4
903-794-9490
www.netxworkforce.org

NORTH TEXAS

Board Expenditures: \$ 6,730,167*
Number of Workforce Solutions Offices: 4
940-767-1432
www.ntxworksolutions.org

PANHANDLE

Board Expenditures: \$ 12,970,685*
Number of Workforce Solutions Offices: 1
806-372-3381
www.wspanhandle.com

PERMIAN BASIN

Board Expenditures: \$ 11,594,523*
Number of Workforce Solutions Offices: 5
432-563-5239
www.workforcepb.org
RURAL CAPITAL AREA
Board Expenditures: \$ 21,539,082*
Number of Workforce Solutions Offices: 9
512-244-7966
www.workforcesolutionsrca.com

SOUTHEAST TEXAS

Board Expenditures: \$ 13,346,988*
Number of Workforce Solutions Offices: 3
409-719-4750
www.setworks.org

SOUTH PLAINS

Board Expenditures: \$ 17,702,842*
Number of Workforce Solutions Offices: 8
806-744-1987
www.spworkforce.org

SOUTH TEXAS

Board Expenditures: \$ 12,344,620*
Number of Workforce Solutions Offices: 21
956-722-3973
www.southtexasworkforce.org

TARRANT COUNTY

Board Expenditures: \$ 55,258,128*
Number of Workforce Solutions Offices: 6
817-413-4400
www.workforcesolutions.net

TEXOMA

Board Expenditures: \$ 6,114,045*
Number of Workforce Solutions Offices: 3
903-957-7408
www.workforcesolutionstexoma.com

WEST CENTRAL TEXAS

Board Expenditures: \$ 10,506,264*
Number of Workforce Solutions Offices: 4
325-795-4200; 800-457-5633
www.workforcesystem.org

*American Recovery and Reinvestment Act
funding allocations not included

State of Texas Unemployment Compensation Fund For Years Ending August 31, 2011 through 2015 ¹

Amounts in Millions

	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
Total Net Position at September 1st	\$(1,215.2)	\$(813.1)	\$29.3	\$677.3	\$1,213.7
Revenues:					
Unemployment Taxes	2,320.3	2,517.5	2,419.6	2,200.4	2,146.7
Federal Revenues ^{2,3}	3,469.6	2,735.0	1,475.6	446.6	99.9
Contributions from Directly Reimbursing Employers	162.2	191.6	101.7	105.9	78.6
Reimbursement for Out-of-State Claimants	58.1	55.5	60.5	75.7	89.0
Obligation Assessment	355.3	376.8	329.6	331.9	349.7
Interest Income	13.8	22.6	33.2	39.3	43.3
Total Revenues	6,379.3	5,899.0	4,420.2	3,199.8	2,807.2
Expenditures:					
State Unemployment Benefits	(2,545.0)	(2,329.7)	(2,343.6)	\$(2,282.2)	\$(2,475.8)
Federal Unemployment Benefits ²	(3,353.0)	(2,625.0)	(1,357.0)	\$(328.4)	\$9.2
Benefits Paid to Former Federal Employees and Individuals Affected by Trade Agreements/Natural Disasters ³	(116.6)	(110.0)	(118.6)	\$(118.2)	\$(109.0)
Interest Expenses ⁴	(40.2)	(50.1)	(33.5)	(23.4)	\$(9.9)
Other Non-Operating Bond Related Expenses	(1.2)	(3.0)	(2.2)	(6.9)	\$
Total Expenditures	(6,056.0)	(5,117.8)	(3,854.9)	(2,759.1)	(2,585.5)
Transfers:					
Employment and Training Investment Assessment	82.9	86.8	92.8	95.7	42.8
Unemployment Administration Account Transfers	(4.1)	(25.6)	(10.1)		
Net Transfers	78.8	61.2	82.7	95.7	42.8
Total Net Position at August 31st ⁵	\$(813.1)	\$29.3	\$677.3	\$1,213.7	\$1,478.2
Net Position Restricted For:					
Unemployment Trust Fund	\$937.1	\$1,481.1	\$1,845.0	\$2,079.5	\$2,003.8
Debt Retirement for Unemployment Revenue Bonds	(1,785.8)	(1,461.9)	(1,167.7)	(865.8)	(525.6)
Other - Unemployment Insurance Administration	35.6	10.1			
Total Net Position at August 31st, as above	\$(813.1)	\$29.3	\$677.3	\$1,213.7	\$1,478.2

¹ 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).

² Beginning in July 2008, the federal government began funding emergency (EUC) and extended unemployment benefits (EB) 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. In May 2012 Texas claimants were no longer eligible for EB benefits since the unemployment rate for Texas had dropped significantly. At 2012 fiscal year end Texas claimants were eligible for 34 weeks of EUC benefits and by FY 2013 fiscal year end the EUC benefits had dropped to 28 weeks. The EUC program expired completely on December 31, 2013. Negative revenue in 2015 reflects overpayment recoveries which are returned to the Federal Treasury.

³ The federal government reimburses the amount of unemployment benefits paid to former federal employees, including ex-military personnel, and for unemployment benefits paid to individuals losing their job as a result of a trade agreement or a natural disaster.

⁴ Interest expense is for unemployment revenue bonds. 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. The Commission took advantage of lower interest rates in May 2014 to partially refund 2010 revenue bonds with 2014 refunding revenue bonds. The 2014 bond refunding achieved an economic gain of \$24.1 million.

⁵ The net position of the Unemployment Compensation Trust Fund became negative in July 2009 as a result of the severe economic downturn. Like many states at that time, Texas began receiving advances from the U.S. Treasury under Title XII of the Social Security Act in order to continue to pay unemployment benefits. The federal advances were repaid during FY 2011 when the Commission issued Revenue Bonds.

Texas Workforce by the Numbers

By the Numbers

1	Employer of the Year: Chevron Phillips Chemical Company
\$5.4	Million in unpaid wages collected for Texas workers in FY 2015
13	Million workers in Texas*
28	Local workforce development boards
67	Texas businesses whose workers will be trained through Skills Development Fund grants awarded to local community and technical colleges in FY 2015
3,968	Employment and housing discrimination and child labor investigations conducted during the fiscal year
4,648	Apprentices received training in FY 2015
88,811	Employers receiving Texas Workforce Solutions services in FY 2015
112, 500	Veteran job seekers receiving Workforce Solutions services in FY 2015
198,200	Jobs added in Texas in FY 2015
511,150	Employers in Texas**
1,286,882	Job seekers provided employment services in FY 2014
\$32,028,109	Child care matching amount secured by the local workforce development boards
\$63,314,541	Federal child care funds matched using amounts secured by local workforce development boards
\$1,192,465,452	FY 2015 operating budget for the Texas Workforce Commission
\$2,575,638,070	Total regular, emergency and extended unemployment benefits paid in FY 2015

*Recorded in Sept. 2015

**Based on 2nd quarter 2015 active employer tax accounts