

Introduction to the TEXAS WORKFORCE NETWORK

An Employer Driven Workforce System



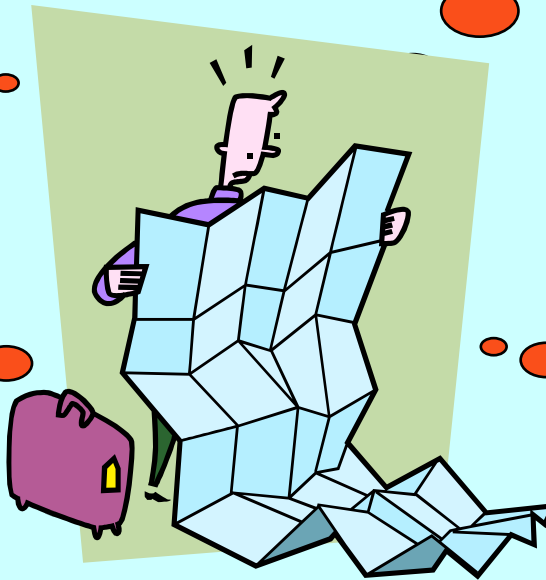
BEFORE

**Different
Procedures**

**Different
Forms**

**Different
Names**

**Different
Jargon**



EMPLOYMENT and TRAINING PROGRAMS

HOUSE BILL 1863

- ✧ **Created TWC as the operational entity for administering workforce training & services**
- ✧ **Identified local workforce boards as the key to local service delivery**
- ✧ **Provided for state block grants**
- ✧ **Called for one-stop career centers to be access points for all workforce services**

STATE STRUCTURE

LEGISLATURE

GOVERNOR

TWIC

COMMISSIONERS

TEXAS WORKFORCE COMMISSION

WORKFORCE BOARDS

SERVICE PROVIDERS

THE TEXAS WORKFORCE COMMISSION

**Commissioner
Representing
Employers**

**Commissioner
Representing the
Public**

**Commissioner
Representing
Labor**

and

TWC - THE AGENCY

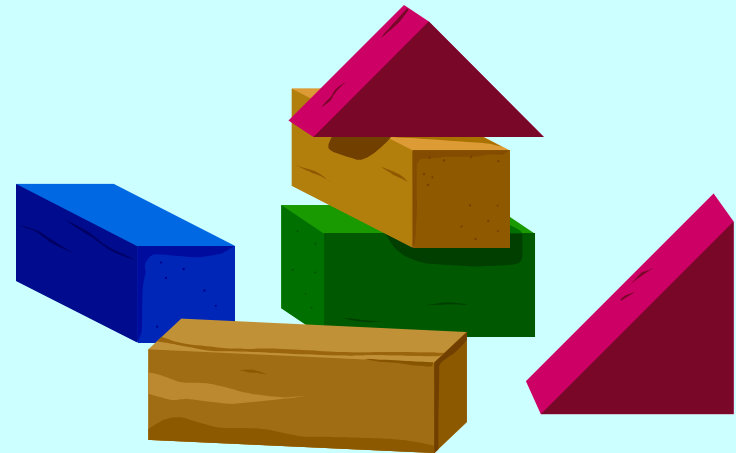


FUNDING

- ✧ TWC allocates both federal & state funds (87% Fed)
- ✧ Most funds are allocated through federally mandated formulas
- ✧ Various programs receive funding from different sources
- ✧ Each program has its own set of rules regarding expenditures
- ✧ Funding is tied to performance targets

THE STATE ROLE: BUILDING THE SYSTEM FRAMEWORK

- ✧ State Legislation
 - ▶ HB 1863
- ✧ Strategic Planning
- ✧ Developing Rules
- ✧ Funds Allocation
- ✧ System Oversight



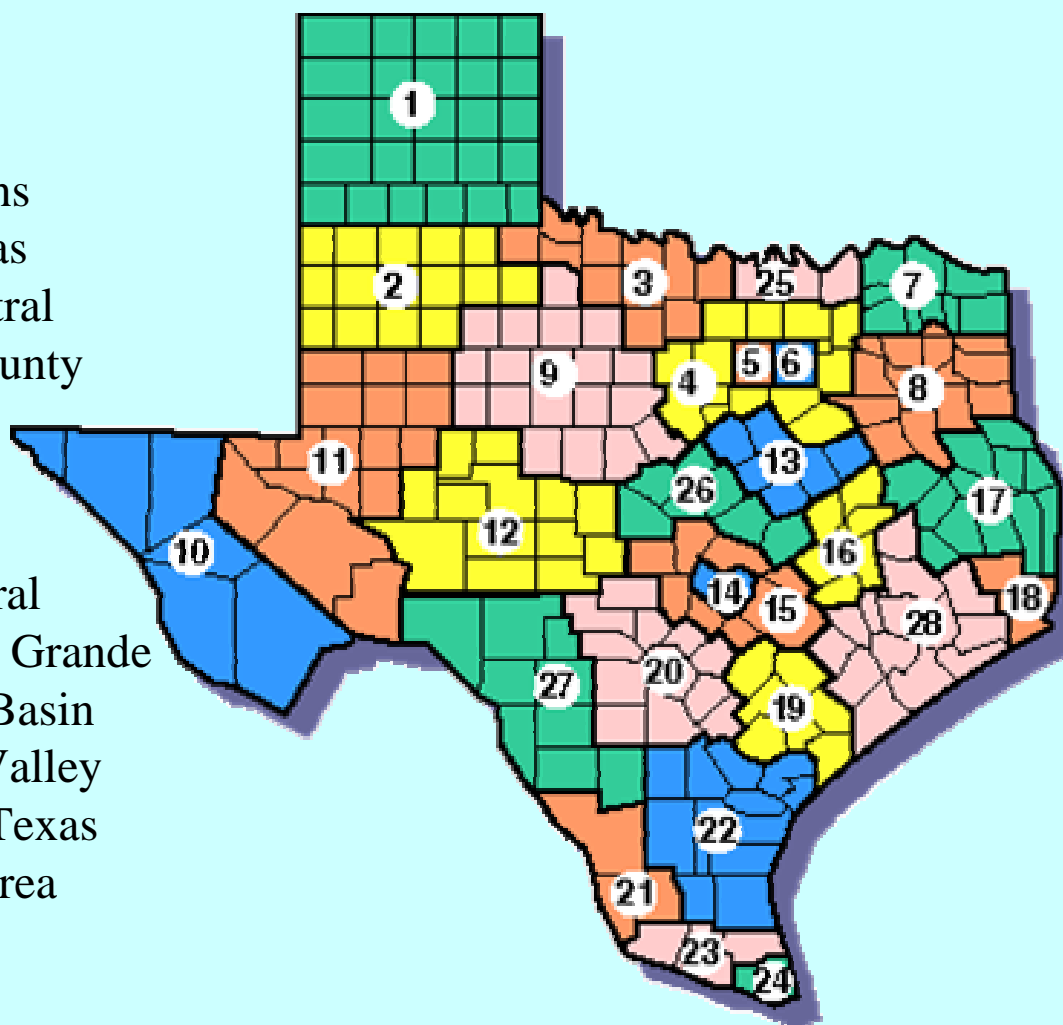
WORKFORCE BOARDS

are responsible for the comprehensive strategic and operational planning, oversight and evaluation of federal and state workforce programs in their area.



Local Workforce Development Areas

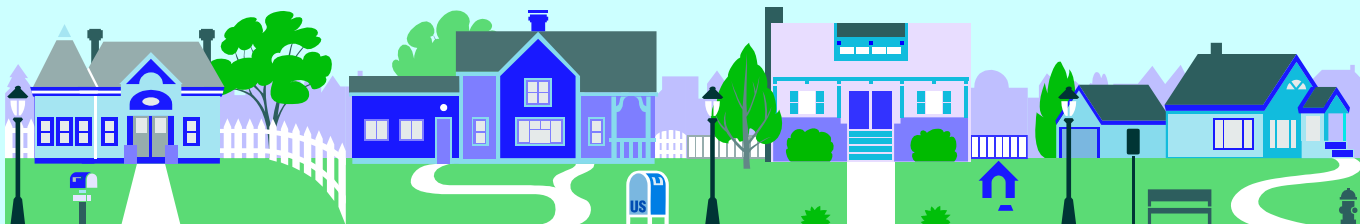
1. Panhandle
2. South Plains
3. North Texas
4. North Central
5. Tarrant County
6. Dallas
7. North East
8. East Texas
9. West Central
10. Upper rio Grande
11. Permian Basin
12. Concho Valley
13. Heart of Texas
14. Capital Area



15. Rural Capital
16. Brazos Valley
17. Deep East Texas
18. South East Texas
19. Golden Crescent
20. Alamo
21. South Texas
22. Coastal Bend
23. Lower Rio Grande
24. Cameron County
25. Texoma
26. Central Texas
27. Middle Rio Grande
28. Gulf Coast

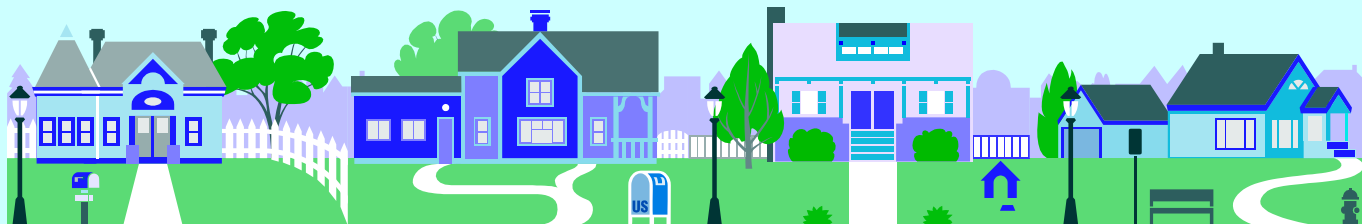
Demand Driven Approach
ALLOWS BOARDS TO:

- ✧ focus on meeting the needs of business & industry
- ✧ target services to the whole community
- ✧ decide what is best for its own community
- ✧ be efficient and innovative
- ✧ be accountable to the citizens of Texas



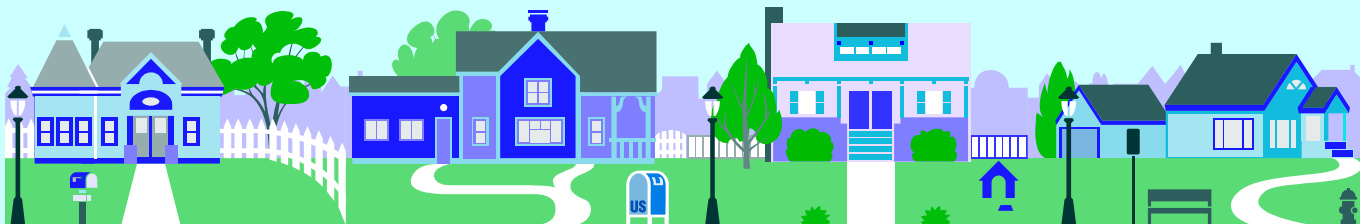
BOARD AREAS OF RESPONSIBILITY

- ✧ Design a service delivery plan that addresses diverse customer needs
- ✧ Set standards for their local workforce system
- ✧ Make decisions about workforce services & funding in their local community
- ✧ Form a network of services to offer customers



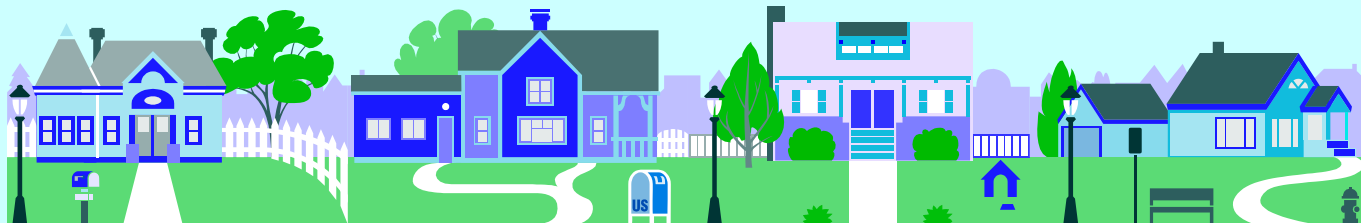
BOARD AREAS OF RESPONSIBILITY

- ✧ Establish workforce centers
- ✧ Oversee agreements
- ✧ Oversee workforce service operations
- ✧ Contract for workforce training & services
- ✧ Evaluate the status of the board plan and progress toward its goals
- ✧ Make adjustments to ensure quality services and attainment of goals

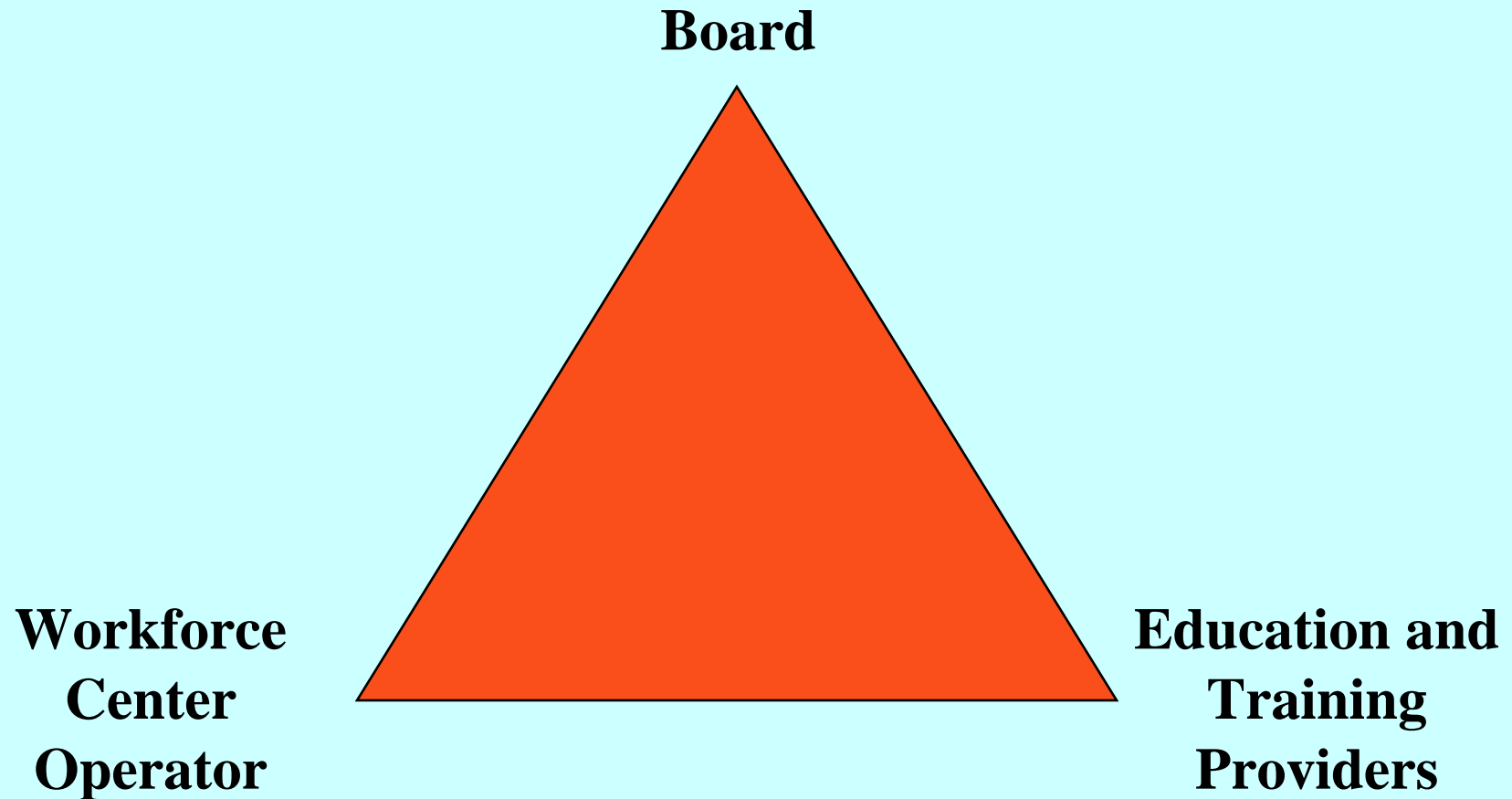


FUNDS MANAGEMENT

- ✧ The board is the steward of all workforce funds allocated to the area
- ✧ The board is contractually responsible for ensuring efficient & effective use of these resources
- ✧ The board must file an itemized budget and financial report each fiscal year



Division of Responsibilities A Three Part System



SERVICE PROVIDERS



- ✧ Universities/colleges
- ✧ Community colleges
- ✧ Texas State Technical College System
- ✧ Labor training programs
- ✧ Employers
- ✧ Proprietary schools
- ✧ Public/private schools
- ✧ Nonprofit, faith-based and for-profit organizations
- ✧ Private career transition firms

LOCAL SERVICES DESIGN

**Employer Driven
Customer Services**

Variety

**Accessible
to All**



**Employer
Services**

**Electronic Databases &
Resources**

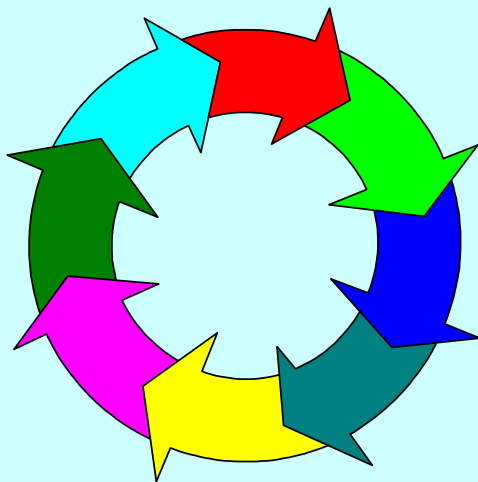
**Multiple Levels
of Service**

Workforce Programs Operated Locally (\$750M)

- ✧ WIA Adult
- ✧ WIA Youth
- ✧ WIA Dislocated
- ✧ Rapid Response
- ✧ Choices (TANF Employment)
- ✧ Food Stamp E&T
- ✧ Child Care
- ✧ Wagner Peyser ES
- ✧ VETS
- ✧ Project RIO (Parolees)
- ✧ Trade Adjustment Act
- ✧ WIA Statewide Activity \$
- ✧ Rapid Response

Texas Model

- ✧ State staff in ES and VETS are merit staff
- ✧ Boards have day to day oversight of activities
- ✧ Designed to enhance service delivery connection of labor exchange to rest of system
- ✧ Funds allocated to boards who make staffing decisions



Trade Services

- ✧ Local decisions on training
- ✧ Required co-enrollment with WIA Dislocated Worker
- ✧ Eliminate cumbersome state system
- ✧ Connection to Eligible Training Provider list



The Three E's

- ✧ Strong efforts to connect Workforce, Economic Development and Education
- ✧ Co-sponsored annual conferences of the three partners
- ✧ Revising Adult Education Plan to focus on employment outcomes and employer need
- ✧ Active partners in Governor's Enterprise Fund
- ✧ Sites in Texas to promote better understanding of local community demographics in world of economic development.





Serving the Needs of Employers

- ✧ WorkinTexas.com - a real time web based job matching system
- ✧ Commission created Measures of activities important to employers that are in contracts with boards
- ✧ Including UI claimant service performance measures
 - ▶ Rate of placement of Registered Claimants
 - ▶ Rate of placement of Registered Claimants within 10 weeks
 - ▶ Percent of Job Openings Filled
 - ▶ Market Share
 - ▶ Employer Sustainability (repeat business)

Sites in Texas



Developed to assist local communities bring new business to the state and encourage expansion of existing business based on accurate, up to date competitive information on the local area and competing locales

- ✧ Membership-Based / Password Protected.
- ✧ Provides comparative data across 18 different geographic parameters, including counties, census tracts, zip codes, block groups, ACCRA Cities, and others.
- ✧ User can configure any set of counties or other geographic areas for comparisons.

Sites in Texas



- ✧ User can download data tables and charts to Excel or Word for data manipulation & printing.
- ✧ GIS-based: User can compare data based on standard or user-defined geographies.
- ✧ User can download maps for printing.
- ✧ Extensive menu of standard reports, or
- ✧ User can define reports.

Challenges to Integration

Challenge # 1: Program-based rules and policies divert the system's attention away from matching employers to qualified, job-ready workers.

- ▶ Differing and complex federal laws and regulations for seven of the eight Board-administered programs result in program-specific rules and policies.
- ▶ Differing eligibility requirements and allowable activities for each funding source not only complicates co-enrollment, but also deters Boards and one-stop centers from integrating workforce services due to concerns about the potential for disallowed costs.

Challenges to Integration

Challenge #1 Solutions

- ✧ Comprehensive policy guides for major programs are developed or under development
- ✧ The alignment of similar program requirements to create consistency
- ✧ Integrated rules among programs including appeals process

Challenges to Integration

Challenge #2: TWC's organizational structure reinforces program-based thinking, which continues program-based rules and policies.

Solutions

- ✧ The consolidation of Child Care Services into the general operation of programs
- ✧ The creation of the Policy and Development Branch to do all policy development for all programs including UI
- ✧ The expansion of the Contract Management Department with the inclusion of child care

Challenges to Integration

Challenge #3: The number of performance measures, the differing definitions and calculation methods, as well as program and process-oriented measures divert attention away from the goal of matching employers to qualified, job-ready workers.

- ✧ Multiple and differing performance measures easily causes the system to lose sight of its primary goal.
- ✧ Customer service becomes more about enrolling customers in activities and programs rather than providing customers the services they want, so employment goals are achieved.
- ✧ The three to four month delay in the availability of employment information causes difficulties for Board and center staff in determining the specific changes in service delivery models that actually have an impact on customers attaining and maintaining employment.

Challenges to Integration

Solutions to Challenge #3

- ✧ Proposed modifications to performance measures, which reduce the number of measures, provide consistency in definitions and calculation methodologies, and eliminate several process-oriented measures, will not only support the integration of workforce services, but also will create administrative efficiencies. TWC has proposed changes to the performance measures in its Legislative Appropriations Request for the 2006-2007 biennium.
- ✧ The development of results-oriented performance measures, such as the number of job postings filled, entered employment and job retention rates, and wage gains, directs attention to the system's primary goal - matching employers to qualified, job-ready workers.

Challenges to Integration

Challenge #4: Management information systems are extremely complex to use resulting in duplicative data entry and inefficiencies that affect customer service.

Solutions to Challenge #4

- ✧ The Workforce Information System of Texas (TWIST) became too complex due to additions of different programs
- ✧ Child Care Services maintains a separate customer information system that is not incorporated into TWIST.
- ✧ The integration of child care services into TWC's cash draw expenditure and reporting system in September 2004 streamlined administrative functions,
- ✧ The initiation of the Business Process Re-engineering (BPR) of TWIST

Integration Pilots

- ✧ Data from customer surveys indicate that the pilot one-stop centers are sufficiently integrated to provide a “single point of contact” for the majority of customers.
- ✧ The depth of individual case manager knowledge can act as a gauge for one-stop center integration.
- ✧ Overall customer satisfaction with the pilot one-stop centers was exceptional
- ✧ Board and one-stop center management overwhelmingly agree that effective integration has the capacity to increase efficiencies while enhancing customer service.
- ✧ One-stop center staff believe that integrating workforce services improves customer service.

Waivers

- ✧ The elimination of the federal law requiring employers to provide a 50 percent match to receive on-the-job training funds. With the waiver, employers' match amount is based on a sliding fee scale, which allows more employers to provide on-the-job training to employees.
- ✧ The waiver of the 20 percent limitation on transferring WIA funds between Adult and Dislocated Worker funding has increased flexibility and employer collaboration in worker training efforts.
- ✧ The waiver that allows Boards to designate up to 10 percent of their WIA formula funds as "Local Activity Funds," has improved the Boards' ability to appropriately and quickly respond to employers, incumbent workers, job seekers, and youth.

Featured Links

- ▶ **Register for work search - Hire Texas for job seekers**
Online Job Application
- ▶ **Job matching for employers and job seekers**
Hire Texas
- ▶ **Unemployed?**
Apply for Unemployment Insurance Benefits
- ▶ **Labor market information**
TRACER
- ▶ **Employers, file and pay taxes online**
Tax Information and Transactions
- ▶ **Employers, respond to notices of UI claims**
UI Employer Response
- ▶ **Find your local workforce center**
Directory

Businesses & Employers
Firms, corporations, and individuals who employ

**Hot Careers in Texas,
Employers and Job Seekers Get Connected!**
Teaching Information Technology Nursing

Texas Workforce

Job Seekers & Employees
Individuals looking for work, training and support services

Service Providers
Training providers, educational institutions and child care providers

Boards & Network Partners
Local Workforce Boards, Texas Workforce Centers and other partners

Researchers & Policy Makers
Interested individuals, academics, elected officials, their staff and state agencies

Texas Workforce Network
The Texas Workforce Commission, 28 local workforce development boards and their service contractors work together as the Texas Workforce Network.

News

- ▶ August Employment Statistics
- ▶ Press Releases
- ▶ Upcoming Events
- ▶ WIA Plan Modification
- ▶ Extended Benefits Beneficios Extendidos

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