

## Supporting and Facilitating System Improvement under Advancing Texas

The strategic planning, research, and evaluation functions of the Council have proven instrumental in system improvement throughout the implementation of *Advancing Texas*. Increased collaboration among system partners is a hallmark achievement of the Council. Its impact is demonstrated through initiatives that improve outcomes for workforce customers—employers and the current and future workers of Texas—every one of whom are critical to Texas’ economic success. The Council’s work on adult education in Texas over the past year exemplifies how collaboration can facilitate system improvement.

Under Title 10 Texas Government Code Section 2308.1016, the Council is responsible for facilitating the efficient delivery of integrated adult education and literacy services in Texas. The Council is charged with evaluating the adult education and literacy programs administered by TEA and TWC to identify duplication of planning, lack of adequate client information sharing, and other problems that adversely affect the delivery of adult education and literacy programs.

Since 2010, the Council has produced a series of publications to support these collaborations. In June 2012, the Council published a comprehensive research report regarding adult education and literacy providers in Texas, *Results of the 2012 Research and Survey of Adult Education Providers in Texas*. This report provided a comprehensive list of adult education and literacy providers in Texas from which to estimate the demand for services. In developing the report and surveying providers, the Council collaborated with the state demographer, literacy coalitions, and councils. The survey asked providers to respond to questions concerning: types of services offered; numbers served; average student hours completed; locations; and numbers on waiting lists. Surveys were sent to TEA-funded and community-based providers; the 50 percent response rate ensured that results were representative of all providers.

Statewide estimates for 2011 surfaced critical facts about adult education programs delivered by TEA-funded and other community-based literacy organizations, including:

- 208,930 to 224,689 individuals enrolled or attempted to enroll in adult education.
- 182,384 adult and English language students enrolled in a program.
- 26,546 to 42,305 individuals were on a wait list.
- More than half of TEA-funded providers and almost one-third of other providers had a wait list.
- 2,336 sites throughout the state offered adult education, literacy, and language programs.

This research was designed to inform system partners, stakeholders, and policy makers with information about who is providing adult education in Texas, to estimate the eligible population as differentiated from the demand for services, and to bring insight into the next round of competitive funding.

The Council and its member agencies and partners each make unique contributions in the development and implementation of joint initiatives, the sharing of resources, and the development of strategies to promote collaboration. The Council will continue to monitor adult education activities.

## Texas Workforce System Partners and Programs

Texas workforce system partners collaborate to better align, leverage, and integrate system services to develop a world-class workforce and ensure a higher quality of life for all Texans through educational, employment, and economic success. Eight state agencies, local workforce development boards, community and technical colleges, local adult education providers, and independent school districts actively contribute to statewide programs and those highlighted in this report.

Texas Workforce System Partners and Programs	
<b>Texas Department of Criminal Justice</b> <ul style="list-style-type: none"><li>• Postsecondary Academic and Technical Education</li><li>• Windham School District<ul style="list-style-type: none"><li>–Secondary Academic Education</li><li>–Secondary Technical Education</li></ul></li></ul>	<b>Texas Juvenile Justice Department</b> <ul style="list-style-type: none"><li>• Secondary Academic Education</li><li>• Secondary Technical Education</li></ul>
<b>Texas Education Agency</b> <ul style="list-style-type: none"><li>• Adult Basic Education and Literacy</li><li>• Secondary Schools<ul style="list-style-type: none"><li>–Academic Education</li><li>–Career and Technical Education</li></ul></li></ul>	<b>Texas Veterans Commission</b> <ul style="list-style-type: none"><li>• Veterans Employment and Training</li></ul>
<b>Texas Health and Human Services Commission, Department of Assistive and Rehabilitative Services</b> <ul style="list-style-type: none"><li>• Temporary Assistance for Needy Families</li><li>• Rehabilitative Services</li><li>• Services for the Blind or Visually Impaired</li></ul>	<b>Texas Workforce Commission</b> <ul style="list-style-type: none"><li>• Apprenticeship Training, Chapter 133</li><li>• Choices Program for TANF Adults</li><li>• Employment Services (Job Matching)</li><li>• Self-Sufficiency Fund</li><li>• Senior Community Service Employment Program</li><li>• Skills Development Fund</li><li>• Supplemental Nutrition Assistance Program Employment and Training services<ul style="list-style-type: none"><li>–Adult</li><li>–Dislocated Workers</li><li>–Youth</li></ul></li></ul>
<b>Texas Higher Education Coordinating Board</b> <ul style="list-style-type: none"><li>• Community and Technical Colleges<ul style="list-style-type: none"><li>–Academic Education</li><li>–Technical Education</li></ul></li></ul>	



The *Program Directory 2012: A Guide to Funding and Programs Related to the Texas Workforce System (2012 Directory)* catalogues into one publication the many programs comprising the Texas workforce system. A companion document to the system strategic plan and the annual evaluation report, it details workforce development programs and related academic programs administered by the state’s workforce system partner agencies. A concise reference for policymakers and stakeholders, the *Directory 2012* is distributed to system partners and stakeholders, and posted on the Council’s website.

# Texas Workforce Investment Council

## Annual Report Fiscal Year 2012 September 1, 2011 – August 31, 2012



### About the Council’s Role in the Texas Workforce System

The Texas Workforce Investment Council (Council) was created in 1993 by the Governor and the Texas Legislature to promote the development of a well-educated and highly skilled workforce in Texas. The Council assists the Governor and the Legislature with strategic planning, research, and evaluation to support continuous improvement of the Texas workforce system. In addition to its responsibilities in state law, the Council functions as the State Workforce Investment Board under the federal Workforce Investment Act of 1998. The Council does not operate programs but works to foster collaboration and a systems perspective among its partners and their programs.

The Texas workforce system delivers programs, services, and initiatives administered by eight agencies, local workforce development boards, school districts, community and technical colleges, and local adult education providers. The Council’s eight partner agencies are: Economic Development and Tourism within the Office of the Governor, Texas Department of Criminal Justice, Texas Education Agency (TEA), Texas Health and Human Services Commission and its Department of Rehabilitative Services (HHSC-DARS), Texas Higher Education Coordinating Board (THECB), Texas Juvenile Justice Department, Texas Veterans Commission (TVC), and Texas Workforce Commission (TWC).

There are 19 members on the Council. The Governor appoints 14 members representing business, organized labor, education, and community-based organizations. The remaining five members are ex officio representatives of the Council’s member state agencies.

The Council produces this annual report, which offers highlights of the Council’s work during the past fiscal year (FY). Included in this year’s report is information on the implementation of *Advancing Texas*, the workforce system strategic plan, as well as evaluations of system programs.

*Advancing Texas* and other Council products referenced in this report are posted on the Council’s website at <http://governor.state.tx.us/twic>.

## Implementing Advancing Texas

This year was the third year of the six-year plan period for *Advancing Texas: Strategic Plan for the Texas Workforce System (FY2010 – FY2015) (Advancing Texas)*. The plan outlines 14 long term objectives and a series of action plans for workforce system partners to ensure effective implementation and outcomes.

The Council's System Integration Technical Advisory Committee (SITAC) fosters collaboration and engages executive-level representatives from the eight partner agencies, a member of the Texas Association of Workforce Boards, and a member of the Council's Executive Committee in developing, monitoring, and implementing the action plans and reporting to the Council. FY 2012 progress on the action plans highlights the effectiveness of interagency collaboration through SITAC. Action Plan examples include:

**TEA will decrease high school dropout rates by implementing rigorous Career and Technical Education (CTE) as part of the recommended or advanced high school graduation program.** CTE programs demonstrate positive impact toward reducing the dropout rate and increasing the number of career and college ready high school graduates. TEA leads progress on this action plan, with achievements that include:

- Adoption of almost 200 rigorous CTE courses, including 18 that meet the graduation requirements for fourth year math and science.
- Access to professional development for the new Texas Essential Knowledge and Skills is being expanded through Project Share.
- Policy and process development for dual credit and credit transfer is in progress, including an independent study of the correlation between dual credit and enrollment, persistence, and completion.
- Nine new Early College High Schools were designated in FY 2012, and a total of 62 innovative high schools currently assist historically underrepresented populations.

**TVC will increase employment outcomes for the veteran population.**

Veterans are a part of the critical pool of potential employees required by Texas employers. Veterans, who possess a wide range of abilities, can contribute significantly to the civilian workforce. TVC leads progress on this action plan with achievements that include:

- Regional Veterans Business Representatives were hired to increase veteran employment outcomes and annual employer awards were implemented to highlight regional partnerships.
- Processes were developed to review and conduct annual trend analyses to evaluate and improve the service delivery model and facilitate the dissemination of best practices to state, regional, and local staff.

**Agency partners will gather data from employer customers at appropriate intervals to determine employer needs and satisfaction.** THECB developed an online employer survey system and worked with partners to increase participation. When insufficient survey responses posed a data gap that hindered the ability to assess whether programs and services adequately meet employer needs, THECB worked with the Council to survey community and technical colleges (CTCs). Information on strategies for determining employer satisfaction and the use of that information in institutional planning processes to improve program delivery was collected. Blinn College and Lone Star College System were selected as models of promising practices and formally recognized by the Council.

## Evaluating System Progress

The Council closely monitors progress by system partners and, each year, reports on system achievements and the performance outcomes of Texas' workforce system strategic plan, *Advancing Texas*. Published in December 2011, *Evaluation 2011* was the second comprehensive workforce system report under this strategic plan.



*Evaluation 2012* has been in development since summer 2012. It includes performance data for 20 workforce programs, as well as five secondary and postsecondary academic education programs. It documents significant accomplishments of system partners during the year, including progress on the strategic plan's long term objectives. In addition, *Evaluation 2012* provides information on local workforce board and adult education activities, and workforce development programs that focus on welfare to work initiatives. Highlights include:

**Agency Strategic Plan Alignment** – Texas agencies administering workforce programs are required to align their plans with *Advancing Texas'* long term objectives, include formal performance measures, and demonstrate efforts toward coordination and collaboration. The strategic plans, submitted in June and July, were evaluated and results were reported to the Council. The level of detail provided by the agencies varied; however, all outlined the key actions, strategies, and anticipated outcomes to be achieved during the plan period.

**Enhancing employment opportunities for English language learners and those populations requiring workplace literacy skills** – TEA, THECB, and TWC demonstrated increased effectiveness in training these populations by integrating literacy instruction with occupational skills acquisition. The pilots fit within existing funding and document student activities in both adult education and workforce training. Pilot results are preliminary, yet promising. The adult education pilots have been extended for an additional year.

**Apprenticeship** – The Council's Apprenticeship Project Leadership Team assisted with the implementation of an action plan to demonstrate flexibility and expand the apprenticeship programs to address employer demand for skilled workers in middle-skill occupations. The five project partners included representatives from the allied healthcare, information technology, electrical construction, and energy industries.

**Use of Employment Data for Program Improvement** – Partner agencies continue efforts to ensure employer satisfaction with system programs and services, as well as to use data to improve services. HHSC-DARS is implementing a custom cloud-based data system, DARSforce, to facilitate positive employment placement practices and improve services. It will incorporate the department's employer survey.

**Education and training programs to ensure regional workforce skills supply** – CTCs are a primary source for training the workforce supply for middle-skill jobs. To ensure Texas programs meet the skill expectations of employers, TWC and THECB are developing a web-based tool that allows regional system partners to assess workforce supply and demand and align education and training programs with occupational skill requirements.

## Conducting Research

The Council supports system planning and evaluation functions and communicates with system partners through a suite of research products and news updates that are distributed to members, system partners, workforce stakeholders, and are publically available on the website.



**Results of the 2012 Research and Survey of Adult Education Providers in Texas** follows *A Primer on Adult Education in Texas* (2010) and the subsequent companion papers. The research contained in this report focuses on the development of a comprehensive list of adult education/literacy providers in Texas and the estimation of the delivery of programs to address the statewide need for adult education. This report supported the work of the Texas Interagency Literacy Council.



**Apprenticeship in Texas for the 21st Century** is an informational brochure that provides Texas apprenticeship information and resources for those interested in registered apprenticeship. Published biennially by the Council's Apprenticeship and Training Advisory Committee, the brochure promotes the value of a registered apprenticeship program and its four components: on-the-job learning, related instruction, mentoring, and incremental wage increases.



**Texas Index** is an annual report that provides trend data for a series of indicators that show the state's general workforce, education, and economic health. The *Texas Index* is organized in four domains: Training and Education, Research and Development, Market Composition and Characteristics, and Participant Access and Contribution. Thirty-eight indicators illustrate advances and challenges facing the Texas workforce system.

The Council's primary products include the strategic plan for the workforce system, evaluation reports and resource publications, reports on critical emerging issues, and recommendations to the Governor. In addition, a series of communication pieces that support the work of workforce system partners are published quarterly.

- **SITAC Quarterly Report** details recent implementation updates and activities by system partners for the Council's SITAC, which oversees implementation of the workforce system strategic plan.

- **Policy News Highlights** offers a quarterly review of selected reports relevant to the policy and research functions of the Council. Through abbreviated summaries of recent publications, the newsletter provides a quick overview of current topics, trends and issues affecting the workforce and the workforce system.

- **Legislative Updates** informs readers about emerging federal legislation and policy related to the Texas workforce system and the Council's partner agencies.