

Appendix G

Workforce Development System Strategic Planning

Introductory Note

This Appendix is submitted in accordance with Texas Government Code, §§2308.1015 and 2308.104. This statutory mandate requires the Texas Workforce Investment Council (TWIC or the Council) to facilitate the seamless delivery of integrated workforce services to the state. The Council is required to develop a strategic plan that establishes the framework for budgeting and operating a workforce development system (including school-to-careers and welfare-to-work components) administered by agencies represented on the council. This plan must include two types of performance measures, including formal measures identifying outcomes that are essentially consistent across all workforce programs, and less formal measures to provide information determined by the council to be essential in developing the strategic plan.


In the last legislative session, the Council was required to evaluate the agencies' workforce programs to identify duplication, gaps, or problems that adversely affect the seamless delivery of services. The Council must develop and implement long-range strategies to address the identified problems, must identify the agencies responsible for these strategies, and must include a timeline for implementation.

Appendix G was developed with guidance from the LBB instructions and guidance and a template from TWIC. Through this planning activity, the Health and Human Service Commission (HHSC) and the Department of Assistive and Rehabilitative Services (DARS) work together with TWIC to improve workforce development services.

Enacted after the development of the *Destination 2010* plan, H.B. 2292 transfers the responsibilities for the Temporary Assistance for Needy Families to HHSC from the legacy agency Department of Human Services (DHS), and the combined vocational rehabilitation work of the legacy agencies, Texas Commission for the Blind (TCB) and Texas Rehabilitation Commission (TRC) to DARS. This template has been adapted to reflect the H.B. 2292 changes.

TWIC Instructions on Programmatic Measures

Part 1a. Indicate each programmatic Long Term Objective that applies to your agency and its workforce programs. Provide specific page numbers where applicable references may be found within the agency strategic plan.

	Page Number	Destination 2010: FY2004-FY2009 Strategic Plan for the Texas Workforce Development System Long Term Objectives	LTO ID#
		<u>Programmatic Long Term Objectives</u>	
		Increase the percentage of adult education students completing the level enrolled from 64 percent to 70 percent by Q4/2007.	CU3.0
		Increase the percentage of adult education students receiving a high school diploma or GED from 6.7 percent to 10 percent by Q4/2007.	CU3.1
		Increase job placements as a result of SEP mature worker programs and services from 17percent to 25 percent by Q4/2005	CU3.2
		Increase academic and future workplace success of youth by increasing the HS graduation and/or certification (GED) rates from 92.5 percent to 95 percent by Q4/2007.	CU3.3
		Reduce the percentage of student dropouts from public schools between grades 7 and 12 from 8.6 percent to 6.6 percent by Q4/2007.	CU3.4
		Increase the percentage of exiting secondary students pursuing academic and/or workforce education from 75.3 percent to 76 percent by Q4/2007.	CU3.5
		Increase TX higher education participation rate from 5 percent to 5.2 percent (150,000 additional students) by Q4/2005.	CU3.6
		Increase the number of certificates, associates and bachelors degrees awarded annually by 50 percent to 134,000 by 2005.	CU3.7
		Sustain job placements for students exiting post secondary programs at a total annual rate of 80 percent or greater.	CU3.8
✓	78-79	Decrease number of TANF recipients cycling on and off TANF.	CU3.9
		Establish a standard for job placement for adult	CU4.0


		and youthful offenders prior to release by Q4/2004. Increase the percentage of adult offenders placed in jobs prior to release by 5 percent per year to Q4/2009. Increase constructive activity rate for youthful offenders by 5 percent per year to Q4/2009.	
✓	132-137	Increase the percentage of persons receiving vocational rehabilitation services from the Department of Assistive and Rehabilitative Services (DARS) who remain employed after exiting the program.	CU5.0

HHS System Response to Programmatic Measures

Please see page numbers referenced in the table.

TWIC Instructions on System Measures

Part 1b. Indicate each system Long Term Objective, as applicable, in which your agency is a participant. If applicable, provide specific page number references where discussion of these Long Term Objectives may be found within the agency strategic plan.

	Page Number	Destination 2010: FY2004-FY2009 Strategic Plan for the Texas Workforce Development System Long Term Objectives	LTO ID#
		<u>System Long Term Objectives</u>	
✓	(Please see note below.)*	All system partners and associated workforce service providers will participate in the scope and development of a system-wide universal information gateway designed to provide a consistent and universal framework for all system customers and provider information on system	SI2.0

* The Division for Rehabilitation Services and the Division for Blind Services of DARS fulfill their responsibilities for long-term objectives SI2.0, CU1.0, and CU2.0 by their involvement in the System Integration Technical Advisory Committee.

		projects, services and solutions. System providers will achieve uniform utilization by Q4/2005 and uniform utilization by TWDS customers by Q2/2006.	
✓	(Please see note below.)*	Increase system-wide, the number of employers using TWDS products and services by a percentage growth rate to be determined by Q4/2009.	CU1.0
✓	(Please see note below.)*	Employer Customer Satisfaction levels in system programs and services will increase as determined by the combined satisfactory and above satisfactory categories in the Council's System Employer Survey.	CU2.0
		Achieve job growth increases of 18 percent from 2000 to 2010.	SC1.0
		Develop, approve, fund and implement a strategic alliance business model that targets a minimum of three strategic industry clusters by Q1/2006. These alliances are targeted to industries that hold long-term strategic relevance to the State.	SC2.0
		Expand existing program or create a new program that enables employers to directly, readily and accountably access funds for new hire or incumbent worker training by Q2/2005.	SC3.0
		Design and implement a methodology and system for identifying and assessing employer needs with the first complete assessment and recommendations delivered by Q1/2005.	SC4.0
		Develop system to review workforce education programs and make recommendations to revise or retire them as appropriate to the current and future workforce needs identified in coordination with employers.	SC5.0
		Increase the awareness, access rates, participation, and relevance of services to small and mid-size businesses throughout the State. The results of these efforts will achieve an increase in usage (to be determined) of TWDS products, services, and solutions.	SC6.0

* The Division for Rehabilitation Services and the Division for Blind Services of DARS fulfill their responsibilities for long-term objectives SI2.0, CU1.0, and CU2.0 by their involvement in the System Integration Technical Advisory Committee.

TWIC Narrative Instructions

Part 2. Provide a brief narrative description of the activities and programs your agency is implementing or plans to implement within the context of agency's workforce Strategy Statement included in Destination 2010: Fiscal Years 2005-2009 Strategic Plan for the Texas Workforce Development System.

Within this narrative please provide specific information regarding your agency's efforts in the following issue areas:

- 1. Systems/method to ensure accountability to customers (employers and participants), i.e. customer satisfaction surveys, etc.**
- 2. How do you secure and support retention of customer (participant) employment opportunities?**
- 3. Capacity for coordination and sharing of information, data, and analyses with other system partners as it relates to workforce programs, services, and initiatives. For example, this may include planning and implementation of joint data projects, Memorandums of Understanding (MOU), etc.**

HHS System Narrative Response

With the structural changes of H.B. 2292, the old Strategy Statements referenced in the instructions no longer apply. Instead of aligning comments with the legacy DHS Strategy Statement, HHSC has provided comments on its vision and activities. Instead of addressing the separate legacy Strategy Statements of TCB and TRC, DARS has provided comments on its vision and activities.

Issue Area 1: Ensuring Accountability to Consumers

Health and Human Services Commission

The Health and Human Services Commission conducts surveys of its consumers on a regular basis. In response to stakeholder input, HHSC strives to improve the delivery of customer service by reviewing and streamlining business and policy development processes. HHSC continues to explore formal methodologies to obtain consumer input about TANF and other agency programs. In addition to these formal evaluation efforts, HHSC utilizes a variety of less formal methods to solicit customer input, such as

public forums, focus groups, advisory groups, public hearings, and web-based sites that receive and respond to complaints and legislative inquiries.

The HHSC Medicaid/CHIP division provides health care to adults and children who are eligible for TANF. Customer satisfaction evaluations are an ongoing activity in the Texas Medicaid/CHIP program which maintains a Customer Service Program to improve the delivery of customer service for clients, providers, members, the legislature, advocacy groups, government agencies, and the people of Texas that interact with these programs. A primary method that the division uses to gauge customer satisfaction is the Action Request. This form is available on the HHSC website and is a resource for providers, clients/members and other stakeholders to submit complaints, inquiries, and suggestions for improvements to the division. Program staff review, research, and respond to submissions. Staff notifies customers of receipt of the forms and provides updates on the status of an individual's submission.

Department of Assistive and Rehabilitative Services

The Division for Blind Services (DBS) and the Division for Rehabilitation Services (DRS) conduct surveys of consumers exiting the program to determine the level of satisfaction with the services provided. This survey includes consumers who exit as successful (with an employment outcome), as well as those who exit as unsuccessful with a plan. An independent contractor conducts these surveys to ensure the results are an objective measure of consumer satisfaction.

Issue Area 2: Securing and Supporting Consumer Employment Retention

Health and Human Services Commission

In the Texas Works Program, an eligibility point is to ensure that all TANF and Food Stamp consumers who are non-exempt from work requirements are referred to the Texas Workforce Commission (TWC). Texas Workforce Commission staff works with these clients to help them obtain a job or training as needed. If a consumer does not comply with work requirements, then TWC sends eligibility staff a request to sanction the consumer. Benefits are restricted until the consumer achieves compliance. The consumer is eligible to receive benefits following policy guidelines when the consumer cooperates.

Department of Assistive and Rehabilitative Services

The Division for Blind Services and the Division for Rehabilitation Services provide follow-up for a period of at least 90 days after the consumer begins

working to ensure the employment is suitable for the consumer. This follow-up period is extended when necessary (based on the individual needs of consumers). A wide range of services may be provided during this time when necessary to assist the consumer with maintaining the employment. When the consumer exits, each consumer is advised to contact the vocational rehabilitation counselor at any time in the future if it appears that additional services are needed.

Issue Area 3: Capacity for Data Coordination

Health and Human Services Commission

The Commission and TWC have a memorandum of understanding to share information as it relates to workforce programs, services, and initiatives. The eligibility system currently has automated interfaces to share information with TWC regarding consumers who are required to comply with work requirements.

Department of Assistive and Rehabilitative Services

The Division for Blind Services and the Division for Rehabilitation Services have a memorandum of understanding with the Texas Workforce Commission and other workforce partners. In addition, local memoranda of understanding exist with 27 of the 28 local workforce boards. The local memoranda of understanding address issues such as the following:

- Methods for referring consumers for services;
- Services typically provided by each of the workforce partners; and
- Technical assistance available to the local workforce boards and local workforce centers provided by DRS and DBS regarding effective service provision for persons with disabilities.

