

TEXAS WORKFORCE COMMISSION ORGANIZATIONAL CHART

March 2024

Our mission is to promote and support an effective workforce system that offers employers, individuals, and communities the opportunity to achieve and sustain economic prosperity.

- I. Commissioners – Chairman, Representing the Public, Bryan Daniel; Commissioner Representing Labor, Alberto Treviño, III; Commissioner Representing Employers, Joe Esparza
 - A. Internal Audit, Ashley Sagebiel
 - B. Executive Director, Ed Serna
 - i. Deputy Executive Director, Randy Townsend
 - 1. Business Operations, Lowell Keig
 - a. Deputy Director
 - b. Procurement and Contract Services
 - c. Human Resources
 - d. Training and Development
 - e. Infrastructure Services
 - f. Conference Planning and Meeting Services
 - g. Chief Information Security Officer
 - h. Risk and Security Management (also indirectly reports to the Deputy Executive Director)
 - i. Document Services, Records Management Officer (also indirectly reports to the Deputy Executive Director)
 - 2. Civil Rights, Bryan Snoddy
 - a. Employment Investigations
 - b. Housing Investigations

3. Customer Care, Tom McCarty
 - a. Governmental Relations
 - b. Customer Relations
 - c. Customer Experience
4. Finance, Chris Nelson
 - a. Accounting and Financial Reporting Services
 - b. Budget and Fiscal Policy
 - c. Payables and Payroll
 - d. Revenue, Travel and Trust Management
 - e. Collections and Civil Actions
 - f. Financial Systems Support
5. Fraud Deterrence and Compliance Monitoring, Chuck Ross
 - a. Deputy Director, Fraud Deterrence
 - b. Deputy Director, Quality Control & Evaluation
 - c. Deputy Director, Subrecipient Monitoring
 - d. Policy and Planning, State EO Officer (also indirectly reports to the Executive Director)
 - e. Operations Manager
- ii. General Counsel, Les Trobman (also indirectly reports to the Commissioners)
- iii. Appellate Services, A.L. (LaShae) Lenzy
 1. Deputy Director
 - a. Special Program Appeals
 - b. Appeal Tribunal
 - c. Commission Level Appeals

- d. Operational Support Services
- iv. Child Care and Early Learning, Reagan Miller
- v. Office of Strategy Development and Business Transformation, Jennifer Colehower
 - 1. Business Transformation
- vi. Information Innovation & Insight, Adam Leonard
 - 1. Labor Market Information
 - 2. Analytics Infrastructure Department
 - 3. Analytics & Evaluation
- vii. Information Technology (IT), Heather Hall
 - 1. Deputy CIO, Applications Solutions
 - 2. Deputy CIO, IT Infrastructure Services
 - 3. Data Governance
- viii. Employer Initiatives, Mary York
 - 1. Deputy Director
 - 2. Business and Education Grants
 - 3. Employer Engagement and Community Outreach
 - 4. Education Outreach
 - 5. Campaigns and Creative Content
 - 6. Communications
- ix. Unemployment Insurance, Eric Holen
 - 1. Deputy Director, Customer Service and Operations
 - a. UI Administration and Operational Support
 - b. UI Client Services
 - c. Tax

- x. Vocational Rehabilitation, Cheryl Fuller
 - 1. Program Policy and Support
 - 2. Field Services Delivery
 - 3. Program Operations
 - 4. Business Enterprises of Texas
 - 5. Purchasing for People with Disabilities
 - 6. Rehabilitation Council of Texas (also indirectly reports to the Executive Director)
- xi. Workforce Development, Courtney Arbour
 - 1. Deputy Director, Board Support and Agency Administered Programs
 - 2. Deputy Director, Workforce Programs and Board Service Strategies
 - 3. Deputy Director, Workforce Automation and Grants
 - 4. Deputy Director, Workforce Education
 - a. Tri Agency Workforce Initiatives