Texas Workforce Commission Customer Service Report 2017-2018

TEXAS WORKFORCE COMMISSION

Texas Workforce Commission 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.

TWC Customer Service Report 2017-2018

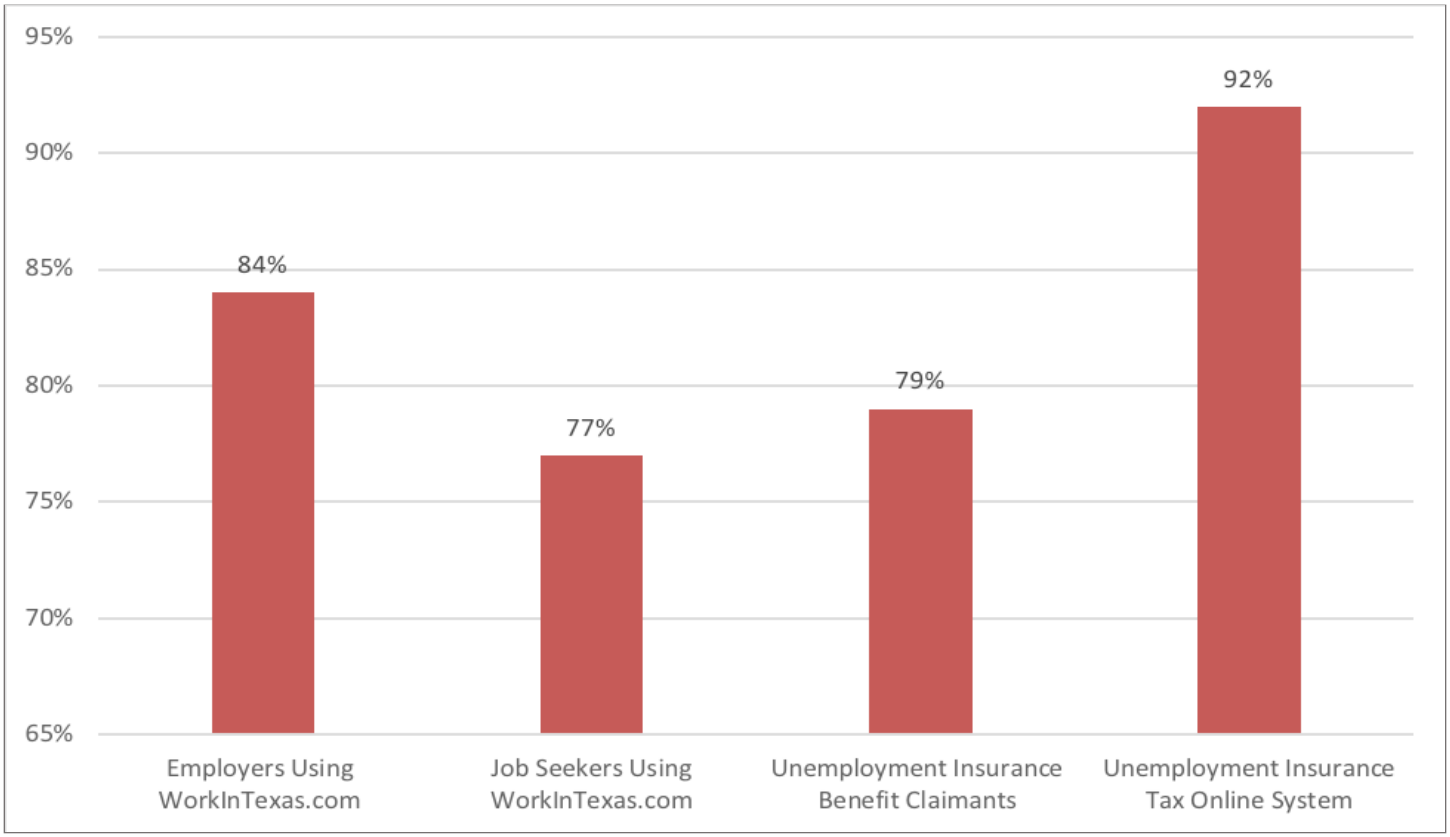
The Texas Workforce Commission (TWC) serves the workers, employers, and communities of Texas by providing innovative workforce solutions. To provide the highest level of service to our customers, the agency conducts ongoing research and evaluations to identify successes, as well as opportunities to improve service delivery. By collecting comprehensive customer feedback through a variety of methods, TWC uses data to revise standards and develop initiatives for the benefit of our customers.

TWC uses a variety of methods to determine the level of customer satisfaction, including customer service evaluations that provid valuable qualitative information. Customer service evaluations serve as a barometer of how customers perceive TWC services and are a valuable tool for management. These evaluations provide valuable insight for the agency and can be turned into opportunities for continuous improvements.

In FY 2016, TWC laid the groundwork for the transfer of vocational rehabilitation (VR) services from the former Texas Department of Assistive and Rehabilitative Services (DARS) to TWC on September 1, 2016, under the new program name Texas Workforce Solutions – Vocational Rehabilitation Services (TWS–VRS). TWS–VRS helps eligible Texans with disabilities prepare for, obtain, retain or advance in competitive integrated employment, which is employment in jobs with work settings, wages, benefits and advancement opportunities equivalent to similar jobs held by people without disabilities. VR customer satisfaction surveys are conducted throughout the state fiscal year. In SFY 2017, the VR surveys were conducted by Westat. Westat is a statistical survey research corporation based in Baltimore, Maryland. VR customers were surveyed by telephone or video relay. TWC also conducts customer satisfaction surveys through the University of Texas-Austin, Center for Social Work Research (UT/CSWR) which satisfies the requirements of Section 2114.002(b), Government Code. Additionally, the agency makes available an online survey on the employer and job seeker home pages of TWC's website. Additional links are placed in the confirmation box for those registering for work on WorkInTexas.com and on the menu site for employers that are users of TWC's online tax information system.

Online surveys were sent to all new employers and job seekers using TWC online services from January 2016 through December 2017. Separate results were compiled for employers and job seekers. Employers were surveyed about Unemployment Insurance (UI) tax filings and WorkInTexas.com. Job seekers were surveyed about their use of WorkInTexas.com and the UI online application services. 5,900 job seekers and employers responded to the survey. Of the customers surveyed, an average of 83 percent would recommend TWC product/services with results ranging from 77 percent to 92 percent. These results are illustrated in the following chart.

Breakdown of Customers Who Would Recommend TWC Products/Services Jan 1, 2016-Dec 31, 2017



Complaint Resolution

To ensure customers have the opportunity to bring attention to complaints that need additional resolution, TWC established an agency-wide complaint tracking system pursuant to Section 301.023 of the Texas Labor Code, as amended. Complaint reports are compiled monthly and include information regarding whether the responses provided to customers met the timeliness guidelines established in TWC's Compact with Texans and whether the complaint was found to be valid or invalid. The complaints that were deemed to be valid, were those which were investigated and found to have merit. Complaints that were invalid were still investigated; however, it was determined the complaint did not have merit.

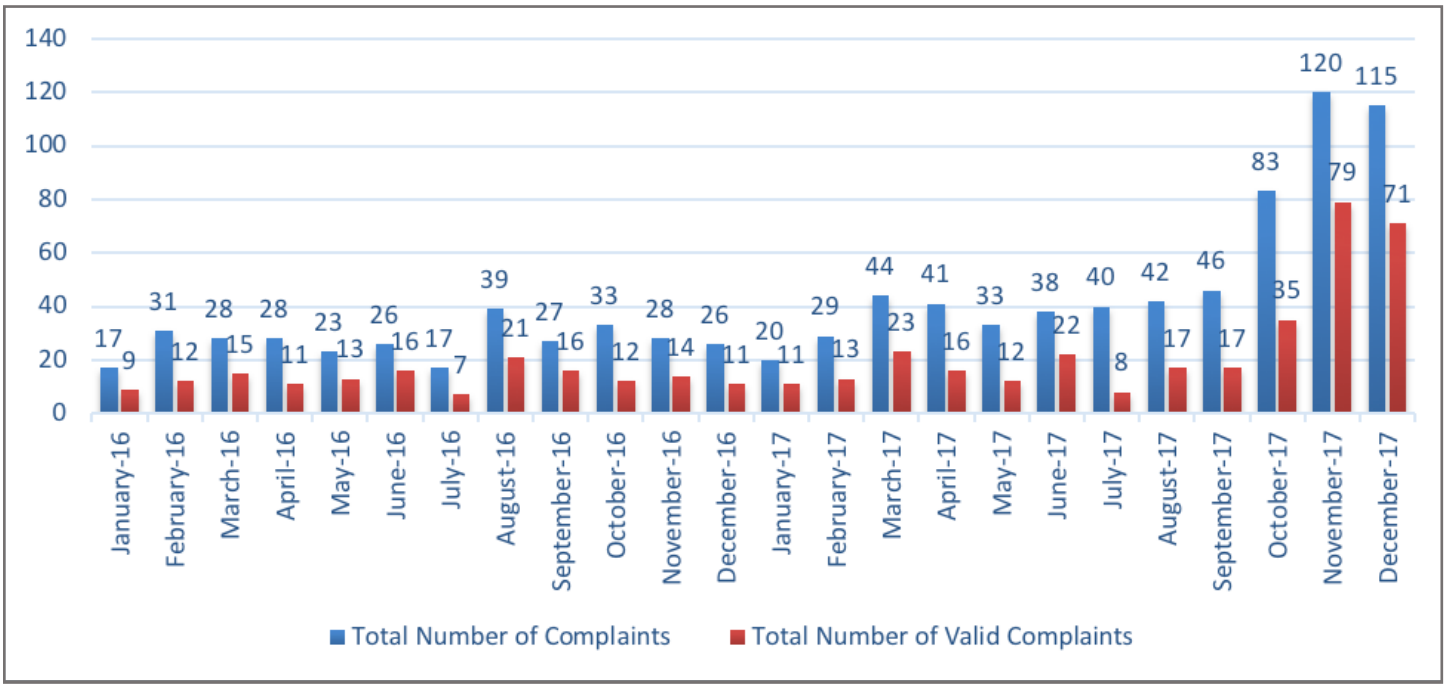
TWC's measure for complaint resolution states that all written and electronic complaints and concerns will be acknowledged within five business days and telephone calls within one business day. The measure for written complaints and concerns applies unless there are program-specific requirements or time limits that pertain to the action.

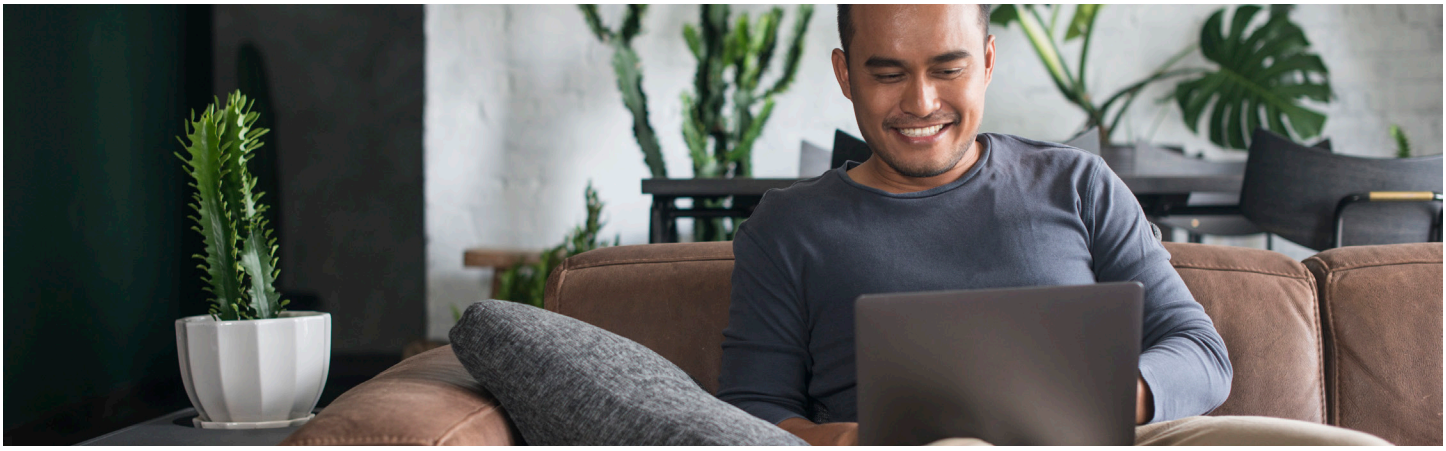
From January 2016 through December 2017, 974 complaints were reported and 481 were determined to be valid. TWC takes complaints seriously and strives to respond in a timely manner. Out of the 974 reported complaints for the period of January 2016 through December 2017, only eight complaints did not meet the measure of acknowledgement within five business days and telephone calls within one day.

Breakdown of Customer Complaints in the Following Complaint Categories

Complaint Category	Number of Complaints in Each Category	Number of Valid Complaints	Number of Invalid Complaints
1. Rudeness/inappropriate behavior	**407**	**166**	**241**
2. Service not timely	**123**	**82**	**41**
3. Incorrect or no information provided	**123**	**63**	**60**
4. Calls not returned/Correspondence not answered	**94**	**52**	**42**
5. Appropriate program-specific procedure not followed	**145**	**79**	**66**
6. Records lost/misplaced	**1**	**1**	**0**
7. Discrimination	**5**	**1**	**4**
8. Other	**76**	**37**	**39**
Total number of complaints reported	**974**	**481**	**493**

Customer Complaints
January 2016 – December 2017





TWC Customer Service Initiatives

A Streamlined Unemployment Insurance Tax System for Employers

Employers are required to file and pay Unemployment Insurance (UI) taxes online.

- More than 522,000 employers submitted UI quarterly tax reports electronically for the third quarter of 2017, which represents 99 percent of all reports filed.
- Of the employers filing tax reports online, more than 172,835 made their quarterly tax payments online.
- TWC began offering employers the option of paying their UI quarterly tax payments by credit card in October 2007. The number of employers using credit cards has continued to increase from 910 transactions in October 2007 to 12,379 transactions in January 2017.
- More than 62,000 employers have registered online for new accounts using TWC's online Unemployment Tax Registration system during 2017.

UI Claims Filing

Economic conditions continued improving from 2015 to 2017. The State of Texas has experienced 93 consecutive months of annual job growth as of January 2018.

Texas added 210,200 new jobs in 2016, and 240,500 seasonally adjusted nonfarm jobs in 2017. Texas Actual Unemployment (TUR) rates held steady during 2016, between 4.4 and 4.7 percent. However, unemployment rates have dropped during 2017. In 2017, the Texas unemployment rate dropped from a high of 5.1 percent in February to a low of 3.7 percent for December.

Due to several disasters during 2016-2017, the President declared several counties a disaster:

2016

- March 19, due to severe flooding in East Texas.
- May 26, severe storms and flooding impacted the state. This disaster had an effect on 28 counties, covering most of north and east Texas.
- June 11, severe flooding effected in another 12 counties, extending from the Houston area through the south coastal area.

2017

- August 25, Hurricane Harvey hit the coast producing more than 40 inches of rain in some parts of Texas, making it one of the most disastrous hurricanes in the United States. Hurricane Harvey is now tied with Hurricane Katrina as the costliest hurricane on record, estimating at least $125 billion in damage, primarily due to flooding from rainfall in the Houston area. Forty-one Texas counties were impacted by Hurricane Harvey, and TWC

processed nearly 25,000 Disaster Unemployment Assistance (DUA) claims from September through December.

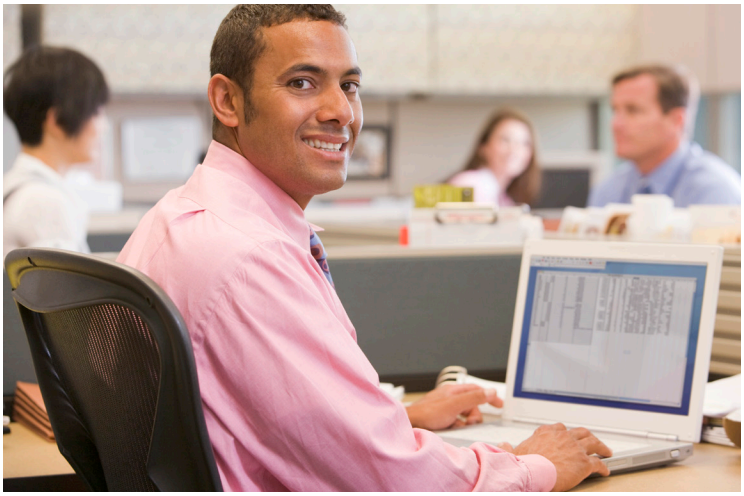
The following table shows the number of regular claims processed by TWC during 2016 and 2017 as well as DUA claims. For the state fiscal year 2016, UI Tele-Centers answered 2.4 million calls, and 2.3 million calls in 2017.

Type of Claim	2016	2017
Regular	902,712	903,662
DUA	250	24,987

TWC implemented the following new features to assist claimants & employers:

1) Electronic Correspondence (EC) for Claimants and Employers

In February 2016, TWC implemented electronic correspondence (EC) for claimants and employers through existing online services. EC allows claimants and employers to receive most unemployment benefits correspondence electronically in a secure, online mailbox, instead of by paper. Claimants log in through Unemployment Benefits Services (UBS), where they can also view information about their claim and payments. Employers log in to EC through Employer Benefits Services (EBS). TWC sends an email to inform claimants and employers when they have new mail. Claimants and employers can view and print all their documents, which are also available as accessible documents. They can also appeal decisions by selecting an active appeal link listed next to the document in the online inbox. Since its inception, 721,807 (54 percent) claimants have signed up for EC, while 19,284 employers have signed up.



2) Modernizing the Wage Claim Process

- The Texas Payday Law defines an employer's responsibility for compensating persons who provide a service for the employee and authorizes TWC with enforcement of the law.
- In Fiscal Year (FY) 2017, 11,679 individuals submitted a wage claim under the Texas Payday Law. TWC investigates to determine whether wages are owed to the individual and acts to collect the wages on the individual's behalf.
- House Bill 2443, passed in the 85th Texas Legislative session, required TWC to accept wage claims using an electronic filing system beginning January 2018. TWC began offering individuals the option to submit a wage claim electronically by completing information on the internet. Previously, individuals filed claims by completing and submitting a paper claim document. The wage claim system also allows individuals to track the status of their claim.
- In January and February 2018, 794 individuals used the electronic wage claim system to file a wage claim. The following table shows the number of individuals filing a wage claim since January 2018 using the electronic system compared to those using the paper form.

Wage Claims Filed (Jan 1-Feb 28 2018)	Percent Filed Electronically	Percent Filed on Paper
1,925	41%	59%

- TWC developed online tutorials to assist customers using the electronic system to submit their wage claim and check the status of their claim. We also updated tutorials that help customers who wish to submit their wage claim using the paper form.

3) New Debit Card Provider

TWC signed a contract in 2016 with a new debit card service provider, U.S. Bank, after JPMorgan Chase exited the debit card market. U.S. Bank began distributing debit cards to TWC claimants in June 2016. For 2016 and 2017, up to 35 percent of claimants received benefit payments via debit card.

4) Online Appeals

In September 2017, TWC implemented a new online appeals process. Claimants and employers can choose to use a secure online form to submit an appeal, instead of submitting an appeal by fax, mail, or in person. Claimants log in through Unemployment Benefits Services (UBS), while employers log in through Employer Benefits Services (EBS). The online form has a drop-down list of Determinations and Appeal Decisions specific to each claimant and employer, so they can choose which one they want to appeal. This reduces invalid or unnecessary appeals. The new online form also automatically transmits the appeal form information electronically to Appellate Services.

5) Online & TeleServ Disaster Unemployment Assistance (DUA) Payment Requests

In 2017, TWC added the option of requesting Disaster Unemployment Assistance (DUA) payments online using UBS or by calling Tele-Serv (TWC's interactive voice response unit) for those claimants who lost their jobs due to a declared disaster. This feature makes it easier for DUA claimants to request payment, and they receive their payments faster.

6) The State Information Data Exchange System (SIDES)

Starting in November 2015, TWC offered employers two options to respond to unemployment benefit claim notices using the State Information Data Exchange System (SIDES). The U.S. Department of Labor (DOL) and the states developed SIDES Web Services and SIDES E-Response to offer employers and Third-Party Administrators (TPAs) secure, electronic, and nationally standardized formats to respond to requests to claim notices, attach documentation when needed, and confirm the documents are received. Employers can use SIDES E-Response and SIDES Web Services at no cost. Since its inception, approximately 2,000 employers have signed up for SIDES E-Response and 24 TPAs representing over 18,000 employers have signed up for SIDES Web Services.

7) Online Tutorials

New online tutorials were developed to assist both claimants and employers:

For Claimants:

- How to Use Electronic Correspondence
- How to Request Benefit Payments
- How to Request DUA Payments Online
- How to Appeal Online

For Employers:

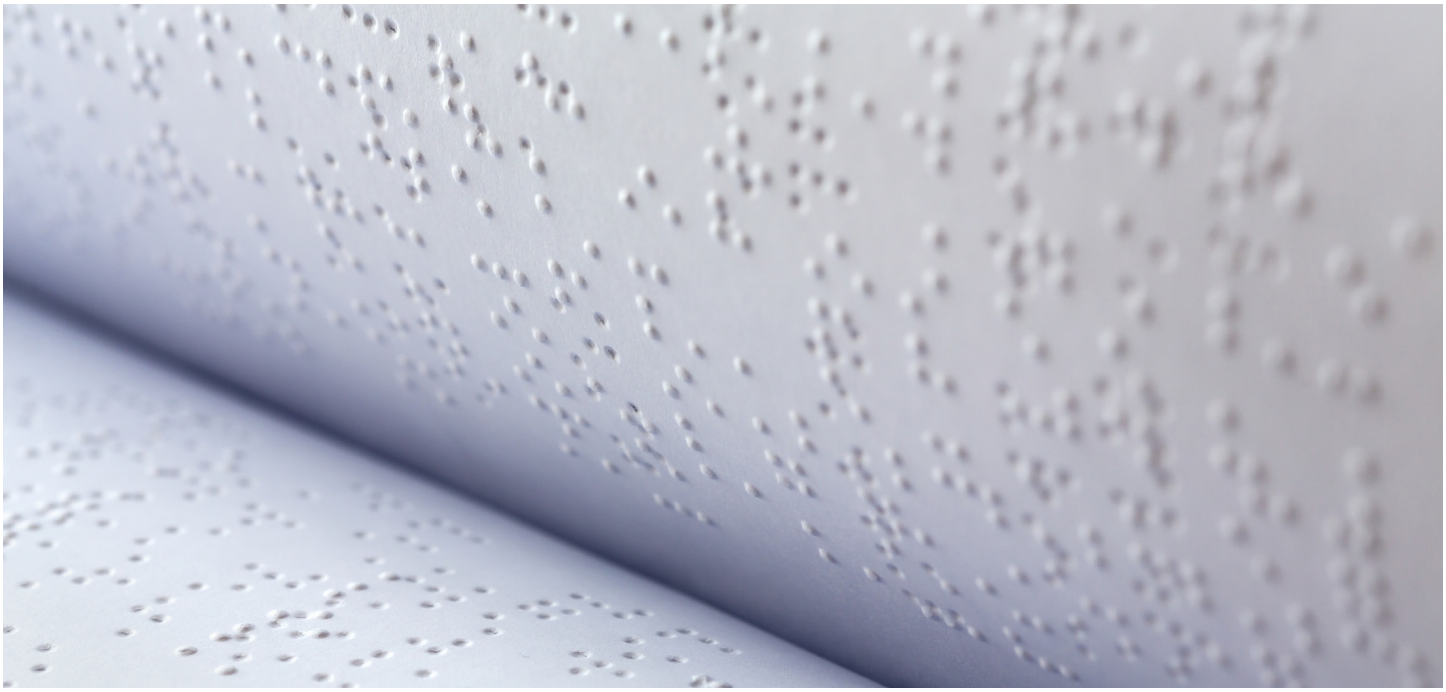
- How to Use Electronic Correspondence
- How to Appeal Online
- How to Complete Earnings Verifications Online

8) Claimant and Employer Communications

The Unemployment Insurance (UI) division continues to refine the various methods used for communicating with UI claimants and employers such as updated and improved websites and online tutorials, as well as revised documents and forms, as well as improving accessibility for all online documents. Unemployment Insurance Operations and Customer Support (UIOCS) staff have also streamlined the claimant letter request process therefore claimants have timely help receiving letters they can provide to other agencies to obtain aid when needed. UIOCS staff updated and revised claimant and employer forms for clarity.

TWC maintained timely information on the agency's website regarding Hurricane Harvey for both claimants and employers, which provided access to valuable information and the latest news on the disaster without having to call a Tele-Center. The agency kept claimants informed timely regarding Texas disasters in both years through TWC's web pages as well as updating messages regularly on the hosted IVR phone system.

UIOCS also published revised and updated versions of the Texas Unemployment Compensation Act (TUCA), the Unemployment Benefits Handbook, the Unemployment Benefits at A Glance brochure, the Benefits Payments: Chose Direct Deposit or TWC Debit Card brochure, and the Trade Adjustment Assistance (TAA) Handbook.



Vocational Rehabilitation Services

The TWC Vocational Rehabilitation Division serves youth and adults with physical or cognitive disabilities, including blindness or visual impairments, and customers 55 and older adjusting to blindness.

The Vocational Rehabilitation (VR) program staff provide individualized services to assist customers achieve their employment goals. The Independent Living Program for Older Individuals who are Blind (ILS-OIB) program staff provide individualized services to assist customers achieve their independent living goals.

In State Fiscal Year (SFY) 2017, 14,601 VR customers completed a survey.

- There were 9,503 completed surveys of customer receiving services (active cases). Of the customers surveyed who were active, 87.4 percent of them were satisfied or very satisfied with their overall experience with VR.
- There were 5,098 completed surveys of customers who exited services (closed cases). Of the customers who were no longer receiving services, 87.7 percent of them were satisfied or very satisfied with their overall experience with VR.

ILS-OIB customer surveys are conducted once per state fiscal year. In SFY 2017, the ILS-OIB surveys were conducted by NuStats research Solutions, LLC. Nustats is a survey and research corporation located in Austin, Texas. All the ILS-OIB customer surveys were conducted by telephone. The survey for 2017 included active customers receiving services as well as cases no longer receiving services.

In SFY 2017, 255 ILS-OIB customers completed the ILS-OIB survey.

- There were 100 completed surveys of customers receiving services (active cases). Of the customers surveyed who were active, 92.9 percent of them were satisfied or very satisfied with their OIB worker.
- There were 155 completed surveys of customers who were no longer receiving services (closed cases). Of the customers who were no longer receiving services, 91.6 percent of them were very satisfied or satisfied with their OIB worker.

TWC Outreach to Customers

For Employers and Workers-WorkInTexas.com

WorkInTexas.com (WIT) officially launched in 2004. The application hosts over 550,000 job postings with more than 2.8 million job seekers interacting with WIT. Since its inception, WIT has filled over 2.5 million jobs.

Modifications are continually made to WIT because of customer input and to improve the user's experience. In early 2017, Texas Workforce Commission created a task force to identify a list of requirements that would make WorkInTexas.com more modern and easy to use.

The task force was composed of Local Workforce Development Board (Board) members, Board executive directors, and a state agency representative from the following areas:

- Permian Basin Board
- Coastal Bend Board
- Tarrant County Board
- Greater Dallas Board
- Gulf Coast Board
- North Central Texas Board
- Gulf Coast Board
- Central Texas Board
- West Central Texas Board
- Director of Human Resources (HR) Division, Texas Department of Criminal Justice, and State Agency Coordinating Council HR Subcommittee

Following a procurement process, TWC awarded a contract to replace WorkInTexas.com, and the new site is scheduled to launch in July 2019.

The new website will have a user-friendly, mobile design, offer modern communications capabilities, and increase access to jobs and workforce talent. The site will also enable Texas Workforce Solutions to enhance service delivery, offering employers and job seekers another reason to connect with their local workforce development boards.

The new WorkInTexas.com will feature applications important to the modern-day job seeker:

- mobile app
- resume building tool
- ability to upload multiple resume versions
- email and text notifications

The Texas Workforce Commissioners and staff interact with customers every day. The 28 Local Workforce Development Boards and the Workforce Solution offices across the state have some of the strongest connections with the customers of the workforce system. For example, through the outreach efforts of the Local Boards' Business Services Unit, employers have a point of contact to provide feedback which in turn helps promote and protect the community's interests.

Calls, letters, conferences, newsletters, and one-on-one or group meetings all demonstrate the commitment to meeting constituent needs and quality customer service. TWC and the International Association of Workforce Professionals, Texas Chapter, co-host an annual conference with more than 1,600 workforce board members, chief elected officials, workforce development and economic development professionals, employers, job seekers, and communities.

Commission offices respond to thousands of phone calls and written correspondence. Through the sponsorship of the Commissioner Representing Employers, every year employers are educated and informed on the latest issues in employment law, workforce and economic development, and business. Annually, an estimated 30,000 employers receive the Employer Commissioner's newsletter Texas Business Today; more than 5,000 employers receive the labor and employment law handbook Especially for Texas Employers including accessing the online version 22,000 times over the course of a year (May 2016-May 2017); and over 5,355 employers attended one of the many business conferences held around the state. More than 90,000 employers have attended these conferences since 1998 and they produce an average of 5,122 Texas Business Conference attendees per year. These conferences help employers address many of the workforce and employment law issues that business owners, managers, and human resource professionals face each day. In addition to the publications and conferences, employers can also reach the Commissioner's office that represents employers regarding questions through a toll-free phone number (about 1,200 calls per month=14,400 per year) and by e-mail.

Ongoing Commitment

TWC'S commitment to customer service was formally outlined and developed in 2000 by the Compact with Texans. However, we continuously assess our interactions with customers to continue that commitment to a higher standard of responsiveness to the customer.

Customers

TWC'S customers are Texas' employers, workers, and communities. Each of these customer groups are offered a wide variety of services through an integrated service delivery system.

Employers

In 2016, there were more than 514,000 employers in Texas with most running small businesses. Just over 77 percent have fewer than 10 employees, and 97.2 percent employ fewer than 100 workers.

The remaining roughly three percent are considered large employers and supply 68.2 percent of all Texas jobs. TWC recognizes employers create jobs, and the Texas workforce system must meet employer demands for a skilled workforce to continue Texas' path of economic prosperity

TWC, the 28 Boards, and their contractors comprise the Texas workforce system which is ready to assist employers training new and incumbent workers to allow the business to grow, to remain profitable and to maintain a competitive advantage. The Skills Development Fund program is an effective tool to foster employer growth. In Fiscal Year (FY) 2017, TWC awarded 62 grants serving 118 businesses. The average grant was $394,106. These grants were instrumental in adding 2,771 new jobs and upgrading 11,575 current jobs. In FY 2017, the average wage for participants completing a skills program was $23.54 per hour.

Through the workforce system, Texas employers have access to training funds, job matching services, labor market and career information, important labor and employment law, tax assistance, and support services, if needed, for their employees.

Workers

As of May 2017, 13.5 million people make up the Texas civilian labor force. These individuals are the customers served by workforce solutions offices across the state. 539,939 participants who completed services between July 1, 2015 and June 30, 2016 were employed two quarters later. Customers of all types, whether an individual is currently employed, unemployed, or part of the future labor force; all have access to an array of services such as career development information, skills training, resume preparation classes, and interview skills. Job training is provided to upgrade skills using program dollars under the Workforce Innovation and Opportunity Act (WIOA).

The Apprenticeship program also provides a viable career path. Veterans, international trade-affected workers, older workers, and youth benefit from TWC services. Specialized case management services are available for adults receiving public assistance through the Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) Employment and Training programs. They may receive support services including child care and transportation while in training or working.

Communities

The 28 Boards serve employers and job seekers alike, and are a vital link to community resources by providing leadership and building partnerships. Boards working with local elected officials, businesses, labor organizations, schools including post-secondary institutions, and faith-based organizations, workforce needs can be met locally, and new opportunities created for the customer.

TWC provides the Board, Board staff, and the contractors with technical assistance and training in all areas of responsibility.

Taking the Next Step

TWC listens to customers to improve services to meet customer needs. As more TWC customers use online services, TWC recognizes the need to continuously monitor and improve our online systems.

TWC's Customer Relations department is responsible for compiling reports on customers' activities and trends, responding to customer complaints and inquiries, compiling information for the agency-wide complaint tracking system, and conducting customer satisfaction surveys. The department also serves as TWC's representative for the Compact with Texans as TWC's Ombudsman. Customers can contact Customer Relations by a toll-free telephone number, email, and traditional mail.

To ensure that quality customer service is delivered throughout the agency and customer complaints are accurately documented, all TWC employees are required to complete computer-based training on complaint resolution. The training demonstrates how to accept, process, and track customer complaints. This training requirement emphasizes that customer service is and always will be an agency top priority.

TWC will continue customer service surveys as well as look at opportunities for improvement with these surveys.

Customer satisfaction is a priority for TWC, the Boards, and other statewide partners.

In its efforts to make all processes more user-friendly, TWC is continuously reviewing and revising all correspondence, updating our online applications, and enhancing features on WorkinTexas.com.

Standard Customer Service Performance Measures

Average Satisfaction index scores of online-surveyed customers responding who would recommend TWC product/services to others:

Customers who would recommend TWC product/ services to others:

- Unemployment Insurance Tax Online System: 92%
- Unemployment Insurance: 79%
- Employers Using WorkInTexas.com: 84%
- Job Seekers Using WorkInTexas.com: 77%

Calls Answered by the Unemployment Benefit Tele-Centers

- State Fiscal Year (SFY) 2016, tele-centers answered 2.4 million calls
- State Fiscal Year 2017, tele-centers answered 2.3 million calls
- Average Hold Time of 8:03

Complaint Resolution

TWC's performance goal of complaint resolution is to acknowledge complaints and concerns that are external written and electronic within five business days and telephone calls within one day.

Of the 974 reported complaints from January 2016 through December 2017, only eight did not meet this measure.

Complaint - TWC defines a complaint as an oral or written communication from an external customer relating to a negative customer service experience caused by or involving TWC (employees, programs, etc.). A complaint relates to an action or inaction within TWC'S scope of authority and control.

Output Measures

Number of customers responding to survey: **5,900***

Number of customers served: **1.4 million**

Cost per survey: **$4.84**

***excludes VR surveys**

Explanatory Measures

Number of customers identified: Potentially all Texans

Number of customer groups inventoried: Employers, Workers, and Communities

Customer-Related Performance Measures Definitions

Percentage of Surveyed Customers who would recommend our Products/Services to Others

Short Definition: Number of respondents who answered yes, they would recommend TWC products/services to others.

Purpose/Importance: To measure the level of customer satisfaction to gauge attainment of customer services goals. TWC is committed to providing effective and efficient service to all customers; therefore, TWC is continuously seeking ways to improve service delivery, customer satisfaction, and overall performance.

Source/Collection of Data: Employers and job seekers complete a survey instrument on the TWC website. In addition to the previously cited surveys, other surveys may be identified because of state and federal mandates or other Commission initiatives.

Method of Calculation: The number of customers expressing satisfaction with the services provided by the agency is divided by the total number of respondents to the survey to obtain the percentage.

Data Limitations: TWC serves a universal population of approximately 2 million customers, but only a certain percentage of those customers will respond to surveys. It is not possible to obtain a 100 percent response rate. The frequency may vary because of the number of responses reported quarterly. This is contingent on the valid responses completed and received to date. The reported number may change because of late responses to questions.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than the target

Percent of External Written and Electronic Complaints and Concerns Acknowledged within Five Business Days and Telephone Calls within One Day

Short Definition: The total amount of acknowledgements to written and electronic complaints and concerns that are acknowledged within five business days and telephone calls that are acknowledged within one day.

Purpose/Importance: To gauge whether TWC is responding to complaints and concerns in a timely manner. TWC is committed to providing effective and efficient service to all customers; therefore, it TWC's goal to respond to customers as soon as possible.

Source/Collection of Data: Written, electronic, and telephone complaints are received from external customers and distributed to all TWC departments, including the Customer Relations department. Once other departments resolve the complaint or concern, all information, including the dates received and addressed, is sent to the Customer Relations department for entry into the TWC complaint-tracking database.

Method of Calculation: Add the total number of complaints entered in the database; calculate the number of written and electronic complaints that did not meet the measure of complaints acknowledged within five business days and phone calls within one day.

Data Limitations: None

Calculation Type: Cumulative

New Measure: No

Desired Performance: Higher than the target

Output Measures

Number of Customers Surveyed

Short Definition: A tally of the total number of individuals or entities responding to survey instruments or customer evaluations conducted by or for TWC.

Purpose/Importance: To obtain a representative sample of different customers surveyed. It is important to ensure statistical reliability.

Source/Collection of Data: Employers and job seekers complete a survey instrument on the TWC website. Customer service evaluations are conducted on behalf of TWC. In addition to the previously cited surveys, other surveys may be identified because of state and federal mandates or other Commission initiatives. Once the results from these surveys are collected and analyzed, they are entered into a database from which specific information is extracted.

Method of Calculation: The numbers reported are the sum of the total number of all valid responses received during the reporting period.

Data Limitations: TWC serves a universal population of approximately 2 million customers, but only a certain percentage of those customers will respond to surveys. It is not possible to obtain a 100 percent response rate. The frequency may vary because of the number of responses reported quarterly. This would be contingent on the valid responses completed and received to date. The reported number may change because of late responses to questions.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Increase survey participation

Number of Customers Served

Short Definition: Total number of customers who receive services and information from TWC.

Purpose/Importance: To identify the universe from which the survey samples are drawn. TWC is committed to providing effective and efficient service to all customers; therefore, continuously seeking ways to improve service delivery, customer satisfaction, and overall performance.

Source/Collection of Data: The data for this measure is a combination of employers and general workforce customers. General workforce customers include not only those voluntary participants in activities, but also UI claimants who are required to register for work. The data for the number of employers is collected from status reports processed by the TWC Tax Department.

The data for the number of general workforce customers is a count of the number of participants during the reporting period. Data for this measure was collected by field staff and entered in WorkInTexas.com on the TWC mainframe. To be included in the count, an individual must be an active applicant for services at some time during the reporting period.

Method of Calculation: The employers' data and the general workforce client's data are added together to derive the total number of customers served for the reporting period.

Data Limitations: Data is limited to the universe of liable employers that have been identified and registered by the Tax Department. Unidentified and/or unregistered liable employers are not included.

Calculation Type: Noncumulative

New Measures: No

Desired Performance: To serve more customers

Explanatory Measures

Number of Customers Identified

Short Definition: Total number of customers who could receive TWC services.

Purpose/Importance: Provides background information about the scope and breadth of TWC's services and sets the context for other measures.

Source/Collection of Data: TWC provides universality through our programs and, as a result, all Texans could receive services of some kind.

Method of Calculation: The reported numbers are obtained from the U.S. Census Bureau's most recent reported figures.

Data Limitations: Not applicable

Calculation Type: Noncumulative

New Measures: No

Desired Performance: None; explanatory measures provide no contextual background and do not result from TWC actions.

Number of Customer Groups Inventoried

Short Definition: As directed in enabling legislation, statutory requirements, performance measures, and the mission statement, TWC serves three groups of customers: employers, workers, and communities.

Purpose/Importance: To provide general information regarding the scope and breadth of TWC's customers. The importance of this measure is to set the context for other measures.

Source/Collection of Data: Legislation, TWC's mission

Method of Calculation: This is the total number of groups identified in TWC's mission.

Data Limitations: Not applicable

Calculation Type: Noncumulative

New Measures: No

Desired Performance: Not applicable

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