Texas Workforce Commission

Customer Service Report 2019-2020

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.

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TWC Customer Service Report 2019-2020

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.

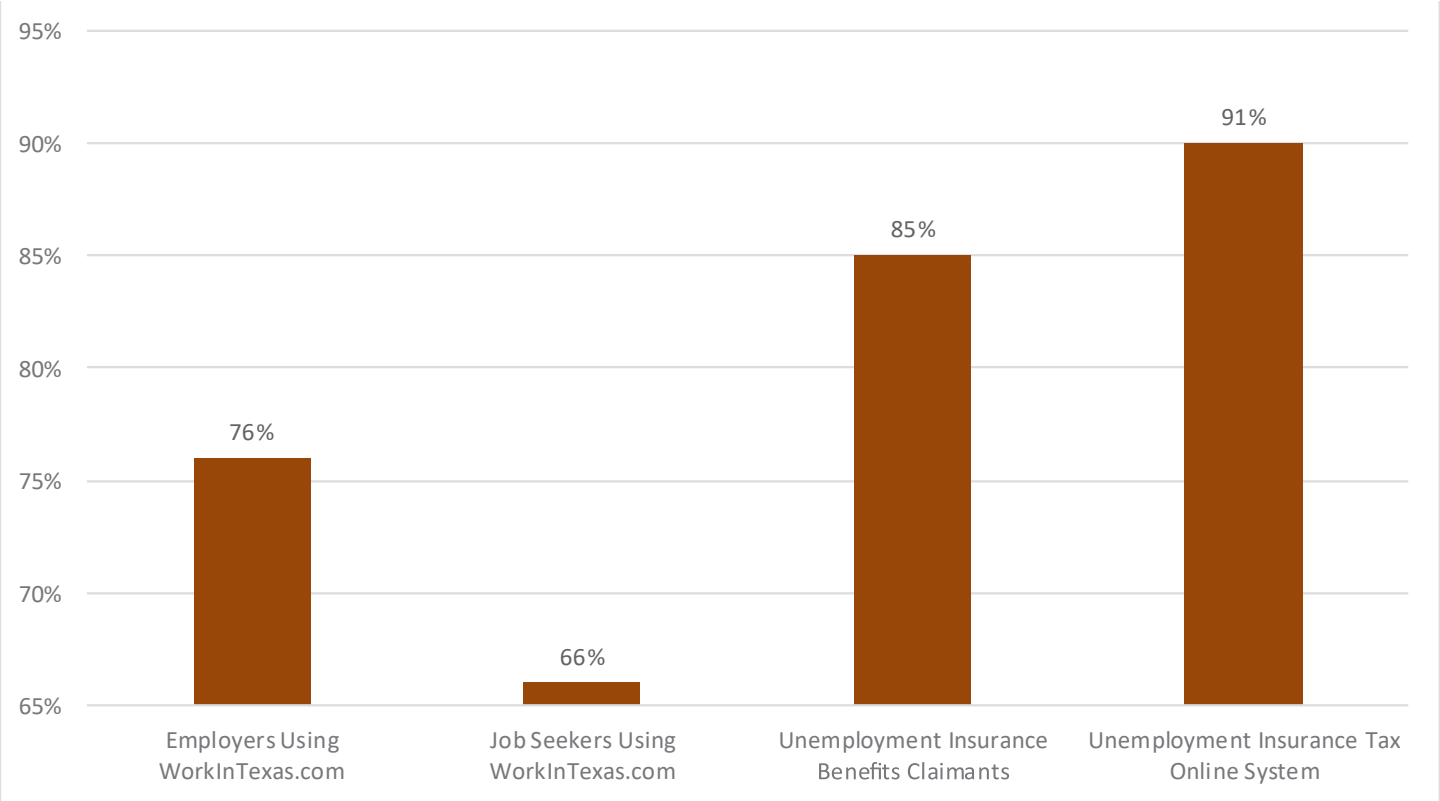
TWC uses a variety of methods to determine the level of customer satisfaction, including customer service evaluations that provided valuable qualitative information. Customer service evaluations serve as a barometer of how customers perceive TWC services and are a valuable tool for management. These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

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. A link to the customer satisfaction survey is available through WorkInTexas.com as well as being placed in the confirmation box for those registering for work on WorkInTexas.com. Additionally, the agency makes available an online survey on the employer and job seeker home pages of TWC's website.

Online surveys were sent to all new employers and job seekers using TWC online services from January 2018 through December 2019. 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. 3,285 job seekers and employers responded to the survey. Of the customers surveyed, an average of 79.5 percent would recommend TWC product/services with results ranging from 66 percent to 90 percent. These results are illustrated in the following chart.

Breakdown of Customers Who Would Recommend TWC Products/Services

January 1, 2018-December 31, 2019



Complaint Resolution

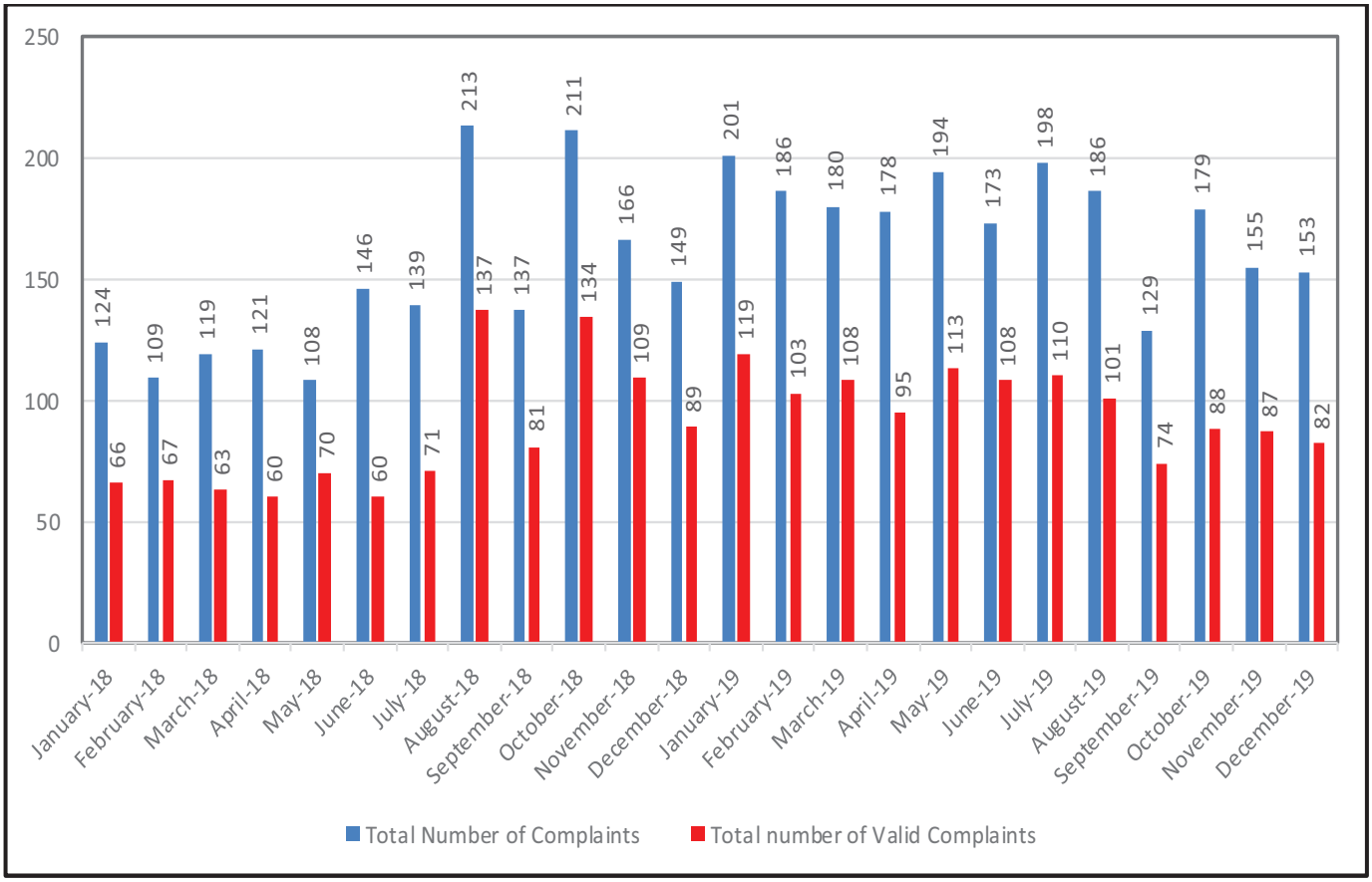
To ensure customers can bring attention to complaints that need additional resolution, TWC established an agency-wide complaint tracking system pursuant to Section 301.023 of the Texas Labor Code, as amended. Complaint reports are compiled monthly and include information regarding whether the responses 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 2018 through December 2019, 3,854 complaints were reported and 2,195 were determined to be valid. TWC takes complaints seriously and strives to respond in a timely manner. Out of the 3,854 reported complaints for the period of January 2018 through December 2019, only 116 complaints did not meet the measure of acknowledgement within five business days and telephone calls within one day

Customer Complaints

January 2018 – December 2019



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	1,089	455	634
2. Service not timely	962	669	293
3. Incorrect or no information provided	436	225	211
4. Calls not returned/ Correspondence not answered	470	378	92
5. Appropriate program-specific procedure not followed	375	193	182
6. Records Lost/misplaced	15	12	3
7. Discrimination	58	31	27
8. Other*	449	232	217
Total number of complaints reported	**3,854**	**2,195**	**1,659**

** Category used when complaint does not meet the definition of the other complaint categories such as: upset about appointment time and/or miscommunication between staff and customer.*

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 552,000 employers submitted UI quarterly tax reports electronically for the third quarter of 2019, which represents 99 percent of all reports filed.
- Of the employers filing tax reports online, more than 164,101 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 11,486 transactions in January 2019.
- More than 65,000 employers have registered online for new accounts using TWC's online Unemployment Tax Registration system during 2019

UI Claims Filing

Economic conditions continued to improve from 2017 to 2019. The State of Texas experienced 116 consecutive months of annual job growth as of December 2019. Texas added 321,800 jobs in 2018, and 286,600 seasonally adjusted nonfarm jobs in 2019. Seasonally Adjusted Texas Unemployment Rates (TUR) declined steadily in 2018 from 4.0 to 3.7 percent. The rate dropped to a series-low of 3.4 percent, where it stayed from May to June in 2019 (The data series began in 1976.) As of December 2019, the rate stood at 3.5 percent.

Due to several disasters during 2018-2019, the President declared several counties a disaster:

2018

- July 6, the President declared a disaster for the severe storms and flooding in in Cameron, Hidalgo and Jim Wells counties.

2019

- July 17, the President declared a disaster for the severe storms and flooding in Cameron, Hidalgo and Willacy counties.
- October 4, the President declared a disaster for Tropical Storm Imelda. This disaster impacted 7 counties.

The following table shows the number of regular claims processed by TWC during 2018 and 2019 as well as DUA claims. For the state fiscal year (SFY) 2019, UI Tele-Centers answered over 1.9 million calls, and over 2.1 million calls in SFY 2018.

Type of Claim	2018	2019
Regular	785,606	675,851
DUA	23,363	11

Regular: ETA 5159
DUA: ETA 902

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) 2019, 11,774 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 21 days to complete and submit their claim.
- The Labor Law department is currently working on Phase II of the online wage claim system which will allow claimants to upload documents with their wage claim.
- Since the launch of the online wage claim system January 1, 2019 through March 1, 2020, a total of 26,513 claims were filed, 11,812 wage claims were filed electronically. 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, 2018 to Mar 1, 2020)	Percent Filed Electronically	Percent Filed on Paper
26,513	45%	55%

- TWC developed online tutorials to assist customers using the electronic system to submit their wage claim and allows customers 21 days to complete and submit their claim. We also updated tutorials that help customers who wish to submit their wage claim using the paper form.

In 2018 and 2019, TWC implemented the following new features to assist claimants & employers:

1. Federal Income Tax Withholding

TWC expanded income tax withholding services for claimants, making it easier for them to elect to withhold or stop withholding federal income taxes using Unemployment Benefit Services (UBS) or Tele-Serv, our Interactive Voice Response (IVR) phone system. Previously, the only method for claimants to change their withholding was to complete and return a paper document for staff to data enter. In the 12 months prior to the changes, 43,456 claimants requested to withhold income taxes. In the 12 months following the enhancement, the number of claimants who requested to withhold income taxes more than tripled to 153,502.

2. Enhancing Customer Service for Benefit Payment Options

TWC implemented new program integrity measures to limit the use of prepaid debit cards for collecting unemployment benefits. TWC saw a much higher percentage of fraudulent benefits payments routing to prepaid debit cards and due to the nature of the cards, were much more difficult to identify and prosecute the bad actors. Since TWC offers direct deposit and its own debit card, future customers cannot sign up to receive benefits on a prepaid card. TWC also enhanced the information it provided to customers on its debit card program to ensure that they had complete information before selecting debit card as their payment method.

3. Shared Work (Short Time Compensation)

The Shared Work program provides Texas employers with an alternative to layoffs. TWC developed this voluntary program to help Texas employers and employees withstand a slowdown in business. Shared Work allows employers to supplement their employees' wages lost because of reduced work hours with partial unemployment benefits. TWC expanded services for employers through Employer Benefits Services (UBS) to allow them and their representatives to submit new or modify existing shared work plans, upload lists of affected employees, and submit weekly or biweekly payment requests (certifications) on behalf of their affected employees. Previously, employers submitted their plans and payment requests by paper. Since the enhancements were implemented, employers have submitted more than 66 plans covering more than 6,426 employees.

4. Mass Claims

The Mass Claims program streamlines the unemployment benefit claims process for employers faced with either temporary or permanent layoffs. Employers can submit basic worker information on behalf of their employees to initiate claims for unemployment benefits. TWC implemented a new Mass Claims module within Employer Benefits Services (EBS) to allow employees to submit new mass claims and upload lists of affected employees. The new module replaced a paper-based process and reduced errors by flagging potential issues before they were submitted. Employers have since submitted more than 243 mass claims covering more than 19,435 employees.

5. Chargeback

After a claimant receives their first benefit payment, TWC mails a Notice of Maximum Potential Chargeback to their base-period taxed employers, except the last employer, showing the maximum amount of benefits TWC may potentially charge to the employer's account. Employers would respond by returning the paper form. TWC implemented a new Chargeback module within EBS to allow employers to respond to chargeback notices, verify wage credits used to establish unemployment benefit claims, and provide separation information used to determine if benefits paid to the claimant will impact the employer's unemployment tax rate.

6. Designated Address

Employers with a Texas Workforce Commission (TWC) tax account number can designate mailing addresses for unemployment claim notices and/or chargeback notices. Using a designated address allows employers to receive unemployment and chargeback notices at one specified location. Employers have been able to download, complete, and return an online form to make changes. TWC added an enhancement in EBS that allowed employers to submit designated address changes through the secure portal. Those changes would generally be affective within one business day versus the time it took to return the paper form and enter the data. Since the enhancement was implemented, employers and their representatives have submitted over 320 address changes.

Online Tutorials

New online tutorials were developed, and existing ones updated to assist customers, both claimants and employers:

For Claimants:

- Updated the Apply for Benefits Online tutorial
- Updated the How to Request Benefit Payments tutorial

For Employers, we created:

- EBS Administrator Duties User Guide
- Mass Claims User Guide
- Other Services User Guide
- Shared Work User Guide

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, and improving accessibility for all online documents. Unemployment Insurance Operations and Customer Support (UIO&CS) staff published, updated, or made accessible several tutorials, most UI-related web pages for both claimants and employers, multiple forms, and dozens of accessible documents.

Major Communication Project Highlights from FY 2017 and FY 2018:

2017-18: UIO&CS staff produced materials for Hurricanes Harvey and Irma, including web pages, flyers, benefits applications, work search notification letters, DAP-ending letters, and 12 help messages. TWC also added programming to request DUA payments online through Unemployment Benefits Services (UBS), so UIO&CS also created web page sections and a tutorial on how to request DUA payments online. All public-facing online documents were made accessible.

2018-19: UIO&CS staff provided communications support for the rollout of the Mass Claims-Shared Work online portal additions to Employer Benefits Services (EBS), which included 5 user guides and tutorials, and multiple web page changes. Staff also created PowerPoints for and hosted several employer-attended webinars, created language for programmers to use in the portal, and revised all Shared Work and Mass Claims employer handouts and packets.

Vocational Rehabilitation Services

The Vocational Rehabilitation Division (VRD) 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. VRD also administers the Independent Living Services for Older Individuals who are Blind Program (ILS-OIB) which focuses on enabling older customers (55 and over) who are blind, maintain their independence. The Vocational Rehabilitation (VR) program staff provide individualized services to assist customers achieve their employment goals

VR customer satisfaction surveys are conducted throughout the state fiscal year. In SFY 2018 and 2019, the VR surveys were conducted by Westat, Inc. Westat is a statistical survey research corporation based in Baltimore, Maryland. VR customers were surveyed by telephone or video relay. For the ILS-OIB program, the surveys are also conducted by telephone, but are conducted toward the end of each state fiscal year. In SFY 2018, Nustats Research LLC., an Austin-based research company conducted the surveys. In SFY 2019, VRD contracted with Customer Research International (CRI), a survey research company located in San Marcos, Texas, which conducted the SFY 2019 surveys.

The satisfaction levels and analysis contained in the reports are then reviewed by the Customer Satisfaction and Comprehensive Statewide Needs Assessment committee of the Texas Rehabilitation council each quarter of the SFY.

In State Fiscal Year (SFY) 2019, 14,702 VR customers completed a survey.

- There were 8,731 completed surveys of customer receiving services (active cases). Of the customers surveyed who were active, 88.2 percent of them were satisfied or very satisfied with their overall experience with VR.
- There were 5,971 completed surveys of customers who exited services (closed cases). Of the customers who were no longer receiving services, 86.7 percent of them were satisfied or very satisfied with their overall experience with VR.

In State Fiscal Year (SFY) 2018, 14,962 VR customers completed a survey.

- There were 9,987 completed surveys of customer receiving services (active cases). Of the customers surveyed who were active, 88.1 percent of them were satisfied or very satisfied with their overall experience with VR.
- There were 4,975 completed surveys of customers who exited services (closed cases). Of the customers who were no longer receiving services, 86.5 percent of them were satisfied or very satisfied with their overall experience with VR.

The Independent Living Program for Older Individuals who are Blind (ILS-OIB) program staff provide individualized services to assist customers to achieve their independent living goals. Telephone surveys of both active and closed-case customers were conducted in SFY 2019 by CRI and in SFY 2018 by Nustats. Due to the relatively small number of customers served in the program, the surveys were conducted toward the end of each fiscal year.

In State Fiscal Year (SFY) 2019, 302 ILS-OIB customers completed a survey.

- There were 131 completed surveys of customers receiving services (active cases). Of the active cases surveyed, 85.3 percent were satisfied or very satisfied with their OIB worker assisting them.
- There were 171 completed surveys of cases in which the customer was no longer receiving services (closed cases). Of the customers who were closed, 83.2 percent were satisfied or very satisfied with their OIB worker.

In State Fiscal Year (SFY) 2018, 300 ILS-OIB customers completed a survey by telephone.

- There were 175 completed surveys of customers receiving services (active services). Of the customers surveyed who were active, 92.1 percent were satisfied or very satisfied with their OIB worker.
- There were 125 completed surveys of customers who were no longer receiving services (closed cases. Of the customers who were closed, 93.5 percent of them were satisfied or very satisfied with their OIB worker.

TWC Outreach to Customers

For Employers and Workers- WorkInTexas.com

WorkInTexas.com, the state's premier job matching site, originally launched in 2004, was relaunched on August 19, 2019 to better serve Texas employers and job seekers.

To develop the new website, Texas Workforce Commission created a task force in early 2017 to identify a list of requirements that would improve the customer experience. The task force, comprised of employers, local workforce development boards, and other stakeholders, identified need for the following: mobile responsive design, enhanced job matching and career pathways functionality, real-time labor analytics, supply and demand tools, and enhanced customer support.

To prepare for the new website launch, TWC involved private sector employers, state agencies, and local workforce development boards in user acceptance testing for purposes of providing early orientation to the new site as well as to test and configure the site to meet a variety of user needs. TWC conducted a series of job seeker focus groups to understand perceptions of existing job search websites and explore differentiating features of WorkInTexas.com. Then, TWC communicated to employer and job seeker users to prepare them for the cutover timeframe, log in credential changes (for some users), and promote new features.

TWC launched the new WorkInTexas.com with a statewide campaign leveraging websites, social media, email, and traditional and digital media to reach existing and new users and deliver the following messages about the new website and its enhanced functionality and service features.

Outreach to Employers emphasized:

- Candidate scoring and ranking to improve talent matching and enable more efficient screening.
- A Virtual Recruiter to match jobs to candidates 24/7.
- Texas-specific labor market data to support informed business decisions in planning job positions and wages.

Outreach to Job Seekers emphasized:

- Resume building, versioning and scoring to improve job matching and enable more tailored applications.
- A Virtual Recruiter to match candidates to jobs 24/7.
- Career planning and training resources.

The Texas Workforce Solutions local workforce development boards continue to play a central role in delivering services to customers through WorkInTexas.com, and service delivery is enhanced through the new site's back-end reporting capabilities. Central to the outreach message is the concept "WorkInTexas.com is supported by 180 Workforce Solutions offices around the state."

Since launch, TWC continues to listen to customers to understand and support the employer and job seeker usage experience with the new website. In collaboration with the local workforce development boards, TWC continues to identify and develop ongoing enhancements to improve service delivery. In fiscal year 2019-2020, TWC intends to launch a suite of employer icons to help job seekers better identify employers who prioritize hiring veterans and persons with disabilities; a greeter technology to support job seeker check in and service delivery at workforce centers; and a mobile app to provide another way to search and apply for jobs.

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 45,000 employers receive the Employer Commissioner's newsletter Texas Business Today; more than 6,000 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 2018-May 2019); and over 6,000 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 6,000 Texas Conference for Employers 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.

This past fiscal year, the use of social media tools has allowed TWC to increase customer service and engagement. Through social media, TWC posted over 1,800 messages to deliver news and information to customers, responded to nearly 1,000 direct messages and engaged with over 129,000 citizens.

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 2018, there were more than 540,000 employers in Texas with most running small businesses. Just under 78 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 68.4 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 along with the 28 local workforce Boards, and community colleges assist employers in 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 for training, that fosters employer growth. In Fiscal Year (FY) 2019, TWC awarded 38 grants serving 72 businesses. The average grant was $434,688. These grants were instrumental in adding 3,568 new jobs and upgrading 9,115 current jobs. In FY 2019, the average wage for participants completing a skills program was $25.44 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 2018, 13.8 million people make up the Texas civilian labor force. These individuals are the customers served by workforce solutions offices across the state. 700,062 participants who completed services between July 1, 2017 and June 30, 2018, of those, 463,328 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. The Annual Apprenticeship Conference helps to provide employers, employees and educational institutions information needed to create partnerships that create a skilled pipeline of workers. 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 childcare 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. TWC continuously improves subject matter presented at annual conferences such as the Apprenticeship Conference, Child Care and Workforce Conferences using survey feedback to refine and develop relevant content for our customers.

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: **91%**
- Unemployment Insurance: **85%**
- Employers Using WorkInTexas.com: **76%**
- Job Seekers Using WorkInTexas.com: **66%**

Calls Answered by the Unemployment Benefit Tele-Centers

- State Fiscal Year (SFY) 2019, Tele-Centers answered over **1.9 million calls** with an average hold time of 7:38.
- State Fiscal Year 2018, Tele-Centers answered over **2.1 million calls** with an average hold time of 8:38.

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 3854 reported complaints from January 2018 through December 2019, only 116 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: **3,285***

Number of customers served: **684,485**

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 Measure 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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