Texas Workforce Commission

Customer Service Report 2025-2026

Introduction

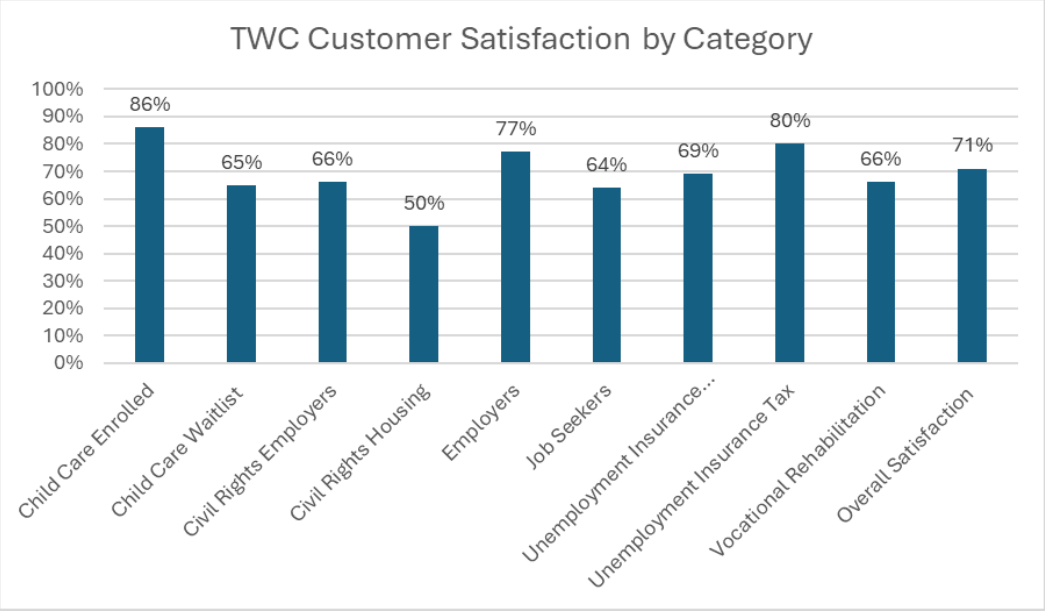
The Texas Workforce Commission (TWC) serves the workers, employers, and communities of Texas by providing innovative workforce solutions through an integrated service delivery system. To provide the highest level of service to our customers, the agency conducts continuous research and evaluations to 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's methods to determine customer satisfaction include customer service evaluations that provide valuable qualitative feedback. Customer service evaluations serve as a barometer for how customers perceive TWC services and are therefore a pertinent tool for management. These evaluations provide valuable insight for the agency and highlight opportunities for continuous improvement that enhance service delivery, customer experience, and identify duplicative efforts within agency programs. More than 71% percent of surveyed customers indicated they were satisfied with the services they received.

Information Gathering Methodology

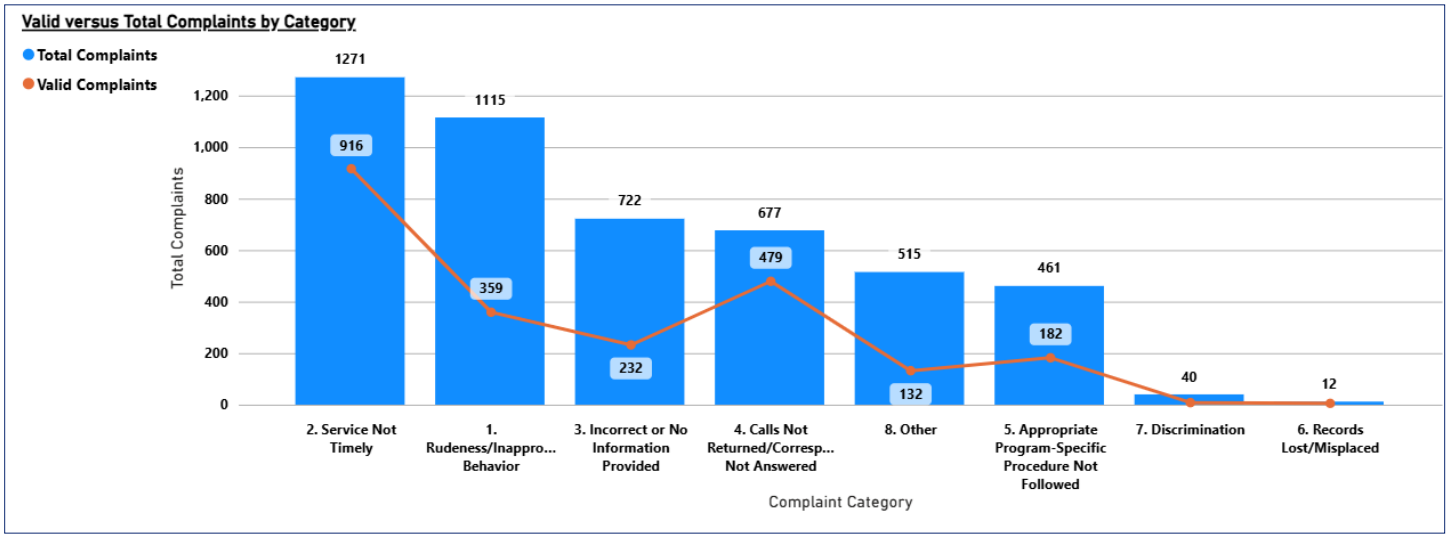
TWC conducts customer satisfaction surveys through the University of Texas at Austin's Center for Social Work Research (UT/CSWR) according to the requirements of Texas Government Code Section 2114.002(b). Online surveys were also sent to all new employers and job seekers using TWC online services from FY 2024 through FY 2025. Results were compiled separately 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. The surveys received 19,789 total responses from both employers and job seekers. Among all surveyed customers, approximately 66% percent of employers and job seekers indicated they would recommend TWC products/services. These results are illustrated in the following chart:

Breakdown of Customers Who Would Recommend TWC Products/Services January 2024 – December 2025



TWC's Customer Relations Department is responsible for conducting customer satisfaction surveys and compiling reports on the activities, inquiries, complaints, and survey responses of agency customers. The department also reports on findings from the agency-wide complaint tracking system.

Customer Complaints January 2024 – December 2025



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	1,115	359	756
2. Service not timely	1,271	916	355
3. Incorrect or no information provided	722	232	490
4. Calls not returned/Correspondence not answered	677	479	198
5. Appropriate program-specific procedure not followed	461	182	279
6. Records Lost/misplaced	12	0	12
7. Discrimination	40	0	40
8. Other*	515	132	383
Total number of complaints reported	**4,813**	**2,300**	**2,513**

*Category used when the complaint does not meet the definition of the other categories, such as upsetabout appointment time and miscommunication between staff and customers.

Vocational Rehabilitation Services

Throughout the fiscal year, Vocational Rehabilitation Services (VR) oversees periodic customer satisfaction surveys. For the Older Individuals who are Blind (OIB) program, surveys are conducted by telephone at the end of each fiscal year. In fiscal year (FY) 2024 and FY 2025, the VR and OIB surveys were conducted by Westat, Inc., a statistical research company in Rockville, Maryland. Customers of VR and OIB were surveyed by telephone, text, or video relay.

Each quarter of the fiscal year, Rehabilitation Council of Texas' (RCT) Customer Satisfaction and Comprehensive Statewide Needs Assessment Committee analyzes and reviews satisfaction levels contained in the reports.

Vocational Rehabilitation Services
In FY 2024, Westat Inc. surveyed 16,405 VR customers, including 12,644 customers involved in active services (open cases) and 3,761 who had exited the program (closed cases).

- Among open case respondents, 81.7 percent of them were satisfied or very satisfied with their overall experience with VR.
- Among closed case respondents, 85.4 percent of them were satisfied or very satisfied with their overall experience with VR.

In FY 2025, Westat Inc. surveyed 13,489 VR customers, including 8,506 customers involved in active services (open cases) and 4,983 who had exited the program (closed cases).

- Among open case respondents, 82.1 percent of them were satisfied or very satisfied with their overall experience with VR.
- Among closed case respondents, 84.1 percent of them were satisfied or very satisfied with their overall experience with VR.

Older Individuals who are Blind Program
The OIB program staff provides individualized services to help customers achieve their independent living goals.

In FY 2024, 325 OIB customers completed telephone surveys:

- 186 active-case customers surveyed with 86.6 percent indicating they were satisfied or very satisfied with OIB assistance.
- 139 closed-case customers surveyed with 90.5 percent indicating they were satisfied or very satisfied with OIB assistance.

In FY 2025, 344 OIB customers completed telephone surveys:

- 180 active-case customers surveyed with 94.4 percent indicating they were satisfied or very satisfied with OIB assistance.
- 164 closed-case customers surveyed with 88.9 percent indicating they were satisfied or very satisfied with OIB assistance.

Unemployment Insurance Claims Processed

TWC processes thousands of unemployment insurance claims for Texans who have lost their job through no fault of their own each year. Under certain conditions, additional benefits or benefits for individuals who are not eligible for regular unemployment insurance benefits are made available through Congressional action. This exception generally occurs in response to a natural disaster, but it was also made during the COVID-19 pandemic. Although Texas ended participation in federal COVID-19 unemployment benefit programs in June of 2021, TWC continued to process COVID-19 related claims through calendar year (CY) 2024 and CY 2025 as appeals and other administrative processes for these claims were resolved.

Type of Claim	Calendar Year 2024	Calendar Year 2025
Regular	830,394	832,209
Pandemic	12	1
Extended Benefits	8	0
Disaster Unemployment Assistance	16,470	1,043

Calls Answered by the Unemployment Insurance Tele-Centers

Calendar Year 2024	Calendar Year 2025
2,082,985	1,965,951

- CY 2024 the average speed of answer (ASA) or hold time was 15:08 (mm:ss)
- CY 2025 the ASA was 15:36

Customer Service Improvements

The Texas Workforce Commission (TWC) is actively transitioning toward an enterprise-wide "No Wrong Door" service delivery framework. Rather than navigating separate program silos, Texans will be guided through connected pathways regardless of whether they first connect online, by phone, or at a local office. By standardizing intake across workforce, child care, vocational rehabilitation, and unemployment services, TWC is laying the groundwork for seamless cross-program referrals and reduced customer burden.

To operationalize this model, TWC is deploying a centralized Microsoft Dynamics 365 Customer Relationship Management (CRM) platform. This ongoing rollout equips frontline staff with a shared view of customer touchpoints and modernizes the agency's complaint-resolution infrastructure. The integrated platform standardizes intake across divisions and provides closed-loop tracking from initial contact through resolution to inform continuous process improvements.

TWC is also expanding contact center responsiveness by pairing staff with conversational artificial intelligence. Leveraging Microsoft Copilot Studio, TWC is working to modernize its Interactive Voice Response (IVR) and web

channels with an intelligent virtual assistant ("Larry"). Transitioning legacy documentation into a structured knowledge base enables 24/7 self-service for routine inquiries and claim status checks, while high-tier support is reinforced by skilled agents and auxiliary contact center capacity under stringent Service Level Agreements.

TWC continues to maintain the optimization of its primary digital touchpoints. Building on agency website enhancements, ongoing efforts prioritize mobile responsiveness, Plain Language communications, and streamlined navigation to minimize clicks for vital services. Digital platforms are maintained in strict alignment with state and federal accessibility standards, ensuring full usability for individuals with disabilities and robust multilingual access.

Customer care initiatives are continuously validated through close collaboration with Texas's 28 Local Workforce Development Boards and key advisory groups. By combining transactional surveys, listening sessions, and user journey analytics across divisions, including Vocational Rehabilitation and Child Care Services, TWC translates real customer feedback into actionable updates for correspondence, self-service applications, and front-line service delivery.

As part of this technological modernization, Customer Care is advancing the agency-wide complaint management system by leveraging the enterprise Microsoft Dynamics 365 platform. Rather than maintaining disparate tracking mechanisms across divisions, this initiative establishes a single, unified framework to capture, process, and report both general agency-related concerns and federally mandated Wagner-Peyser complaints. Consolidating these historically bifurcated workflows into an integrated environment provides substantial benefits for both Texas customers and agency operations:

Closed-Loop Visibility and Faster Resolution: Standardized intake and automated workflows provide customers with clear acknowledgments, proactive status updates, and timely, well-documented resolutions across all touchpoints.

Elimination of Redundant Touchpoints: Centralized customer history prevents individuals from having to recount their concerns repeatedly to different departments or Local Workforce Development Boards.

Automated Federal and State Compliance: Unifies regulatory oversight by embedding strict Wagner-Peyser statutory timelines (20 CFR Part 658) alongside state service-level agreements within automated workflows, mitigating non-compliance risk and simplifying Department of Labor (DOL) audit readiness.

Enterprise-Level Analytics and Trend Identification: Eliminates siloed reporting to deliver holistic, real-time dashboards that identify systemic policy issues, operational bottlenecks, or training gaps across programs before they escalate.

Operational Efficiency and Cost Optimization: Consolidates multiple legacy logging systems and ad-hoc spreadsheets into a singular, scalable infrastructure, reducing IT maintenance overhead, eliminating duplicate data entry, and lowering total cost of ownership.

Cross-Divisional Collaboration and Escalation: Enables seamless case transfers and coordinated responses across divisions without losing case history or provenance.

Data Integrity and End-to-End Auditability: Establishes rigorous role-based access, standardized case taxonomy, and immutable audit logs to protect customer privacy and maintain high institutional accountability.

Customer Service Survey

The items were scored on a five-point scale with 5 being "Very Satisfied" and 1 being "Very Unsatisfied". The agency had a positive overall satisfaction rating of 71% percent. In addition, 14% percent were "Neutral", and 15% percent of respondents indicated they "Disagree" or "Strongly Disagree". The scores are as follows in descending order:

Scale
5 - Very satisfied 4 - Satisfied 3 - Neutral 2 - Unsatisfied 1 - Very unsatisfied N/A - Not Applicable

	Item	Average
1.	How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?	3.97
2.	How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?	3.98
3.	How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?	3.84
4.	How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?	3.54
5.	How satisfied are you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?	3.74
6.	Please rate your overall satisfaction with the agency.	3.85
7.	How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?	3.91
8.	How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?	4.01

Standard Customer Service Performance Measures

Complaint Resolution

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. The agency's definition also relates to an action or inaction within TWC's scope of authority and control.

TWC's performance goal for complaint resolution is to acknowledge external written and electronic complaints within five business days and complaints received by telephone within one day. Out of the 4,813 complaints reported between January 2024 and December 2025, only 487 did not meet this measure.

Output Measures

- Number of customers served: 1,764,871 per year
- Number of customers surveyed: 572,878
- Number of customers responding to survey: 22,345
- Response rate: 3.9 %

Outcome Measures

Percentage of surveyed customer respondents expressing overall satisfaction with services received: 71%

Efficiency Measure

Cost per survey: $0.18

Explanatory Measures

- Number of customers identified: Potentially all Texans
- Customer groups inventoried: Employers, Workers, and Communities

**excludes VR surveys*

Customer-Related Performance Measure Definitions

Percentage of Surveyed Customers Who Would Recommend Our Products/Services to Others

Short Definition:
Number of respondents who answered that 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 is 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

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