



# Texas Workforce Commission

Customer Service Report 2023-2024



# Introduction

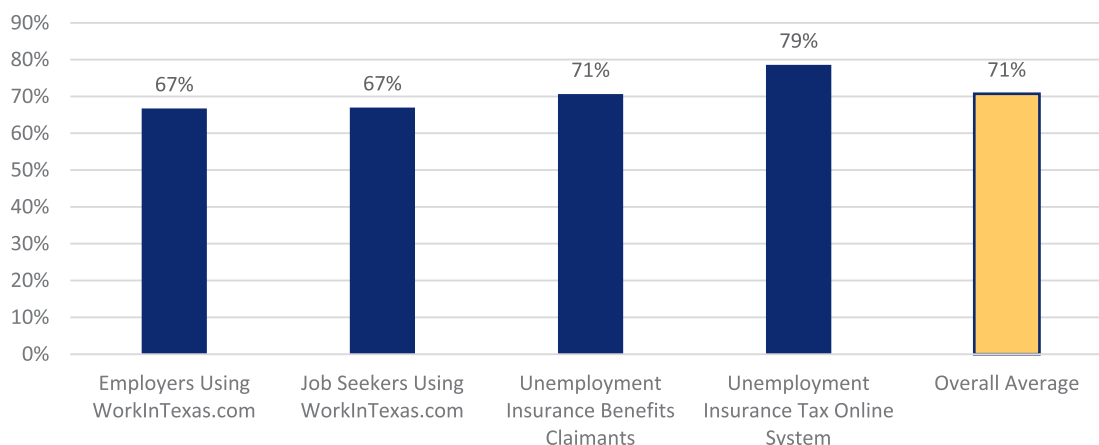
The Texas Workforce Commission (TWC) serves the workers, employers, and communities of Texas by providing innovative workforce solutions through an integrated service delivery system. To provide the highest level of service to our customers, the agency conducts continuous research and evaluations to 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 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 74 percent of surveyed customers indicated they were satisfied with the services they received.

## Information Gathering Methodology

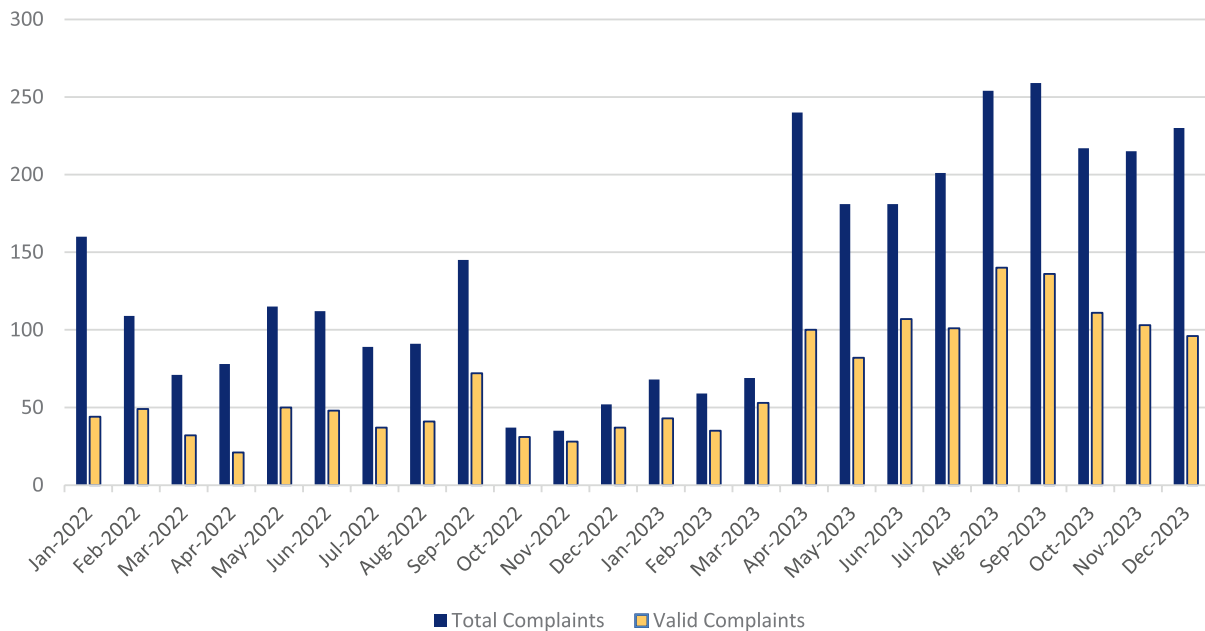
TWC conducts customer satisfaction surveys through the University of Texas at Austin's Center for Social Work Research (UT/CSWR) according to the requirements of Texas Government Code Section 2114.002(b). Links to the surveys appear in several places on TWC's online job matching and workforce services system, WorkInTexas.com, including on the registration confirmation page that all new users must complete. Additionally, the agency makes available an online survey on the employer and job seeker home pages of TWC's website. Online surveys were also sent to all new employers and job seekers using TWC online services from January 2022 through December 2023. 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 8,145 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 1, 2022 – December 31, 2023



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, which receives an average of 67 valid complaints per month.

## Customer Complaints January 2022 – December 2023



## 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	749	376	373
2. Service not timely	934	643	291
3. Incorrect or no information provided	383	225	157
4. Calls not returned/Correspondence not answered	601	358	244
5. Appropriate program-specific procedure not followed	314	148	166
6. Records Lost/misplaced	25	5	20
7. Discrimination	24	20	4
8. Other*	232	101	131
<b>Total Number of Complaints Reported</b>	<b>3,262</b>	<b>1,876</b>	<b>1,386</b>

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

# Vocational Rehabilitation Services

Throughout the fiscal year, Vocational Rehabilitation Services (VR) oversees periodic customer satisfaction surveys. In fiscal year (FY) 2022 and FY 2023, the VR surveys were conducted by Westat, Inc.—a statistical research company in Rockville, Maryland. Customers of VR were surveyed by telephone or video relay. For the Older Individuals who are Blind (OIB) program, surveys were conducted by telephone at the end of each fiscal year. In FY 2022, TWC contracted with Customer Research International (CRI), a research company located in San Marcos, Texas, to conduct surveys of OIB customers. That following fiscal year, Westat, Inc. took over from CRI to complete the FY 2023 OIB customer surveys.

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

## Vocational Rehabilitation Services

In FY 2022, Westat Inc. surveyed 14,756 VR customers, including 10,028 customers involved in active services (open cases) and 4,728 who had exited the program (closed cases).

- Among open case respondents, 87.2 percent of them were satisfied or very satisfied with their overall experience with VR.
- Among closed case respondents, 86.0 percent of them were satisfied or very satisfied with their overall experience with VR.

In FY 2023, Westat Inc. surveyed 14,879 VR customers, including 10,622 customers involved in active services (open cases) and 4,257 who had exited the program (closed cases).

- Among open case respondents, 85.9 percent of them were satisfied or very satisfied with their overall experience with VR.
- Among closed case respondents, 86.4 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.

Telephone surveys of both active and closed-case OIB customers were conducted by CRI and by Westat Inc. in FY 2023.

In FY 2022, 301 OIB customers completed telephone surveys:

- 203 active-case customers surveyed with 87.7 percent indicating they were satisfied or very satisfied with OIB assistance.
- 98 closed-case customers surveyed with 86.9 percent indicating they were satisfied or very satisfied with OIB assistance.

In FY 2023, 297 OIB customers completed telephone surveys:

- 160 active-case customers surveyed with 91.3 percent indicating they were satisfied or very satisfied with OIB assistance.
- 137 closed-case customers surveyed with 86.0 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) 2022 and CY 2023 as appeals and other administrative processes for these claims were resolved.

Type of Claim	Calendar Year 2022	Calendar Year 2023
Regular	744,749	818,861
Pandemic	551	50
Extended Benefits	924	41
Disaster Unemployment Assistance	0	0

## Calls Answered by the Unemployment Insurance Tele-Centers

Calendar Year 2022	Calendar Year 2023
1,746,297	2,078,891

- CY 2021 the average speed of answer (ASA) or hold time was 29:36 (mm:ss)
- CY 2022 the ASA was 12:34
- CY 2023 the ASA was 13:50

# Customer Service Improvements

TWC is committed to delivering exceptional customer service that draws on customer feedback to identify opportunities for continuous improvement. TWC established the Customer Care Division and charged it with transforming how the agency interacts with all its customers for information or services they need. The desired outcome is that the customer has a Main Door for clear and direct pathway(s) into the agency for services they are seeking; that customers are made aware of other services offered by the workforce system; and service delivery is designed around the customer. In addition, TWC piloted a suite of customer management software designed as a precursor to a customer centered design solution approved by the legislature during the 88th regular session to provide a common entry point for customers to receive services. TWC also continuously reviews agency operations to identify duplicative processes and streamline them thus improving service delivery and customer experience. As more TWC customers use online services, the agency will continuously monitor and improve our online systems. In November 2023, TWC completed a redesign of the agency website to make it mobile friendly, accessible to the visually impaired, and available in multiple languages across the entire website. The streamlined TWC website also reduced the number of clicks for customers to access information on programs or services.

The Customer Care Division's Customer Relations Department serves as TWC's representative for the Compact with Texans as the agency's Ombudsman. During a proof of concept for the Customer Care Division's Main Door redesign customers were able to contact a Customer Relations Ombudsman through multiple channels such as web form, live chat, two-way SMS texting, toll-free telephone number, email, and traditional mail to receive services. To ensure that quality customer service is delivered uniformly across the agency and that 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. More broadly, the training requirement reinforces TWC's unwavering commitment to providing high-quality customer service.

TWC also organizes online forums and holds regular in-person meetings to solicit input from customers and stakeholders in the workforce system. Through these forms of engagement, customers are able to provide the agency with feedback about program operations and agency policies, such as those related to Child Care and Vocational Rehabilitation services.

Customer satisfaction will continue to be a chief priority for TWC and its network of 28 Workforce Development Boards. As the agency works to make all processes more user-friendly, the Customer Care Division will continuously review and revise procedures to improve correspondence, online applications, and features of TWC services.

# 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 74.1 percent. In addition, 17 percent were “Neutral”, and 12 percent of respondents indicated they “Disagree” or “Strongly Disagree”. The scores are as follows in descending order:

## Scale

1 - Very unsatisfied 2 - Unsatisfied 3 - Neutral 4 - Satisfied 5 - Very satisfied 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?	4.04
2.	How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?	3.90
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?	3.81
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?	3.75
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?	3.75
6.	Please rate your overall satisfaction with the agency.	3.72
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?	2.89
8.	How satisfied are you with the agency’s facilities, including your ability to access the agency, the office location, signs, and cleanliness?	N/A



# 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 3,262 complaints reported between January 2022 and December 2023, only 173 did not meet this measure.

## Output Measures

- Number of customers served: 1,782,000 per year
- Number of customers surveyed: 384,000
- Number of customers responding to survey: 8,145\*
- Response rate: 2%

## Outcome Measures

Percentage of surveyed customer respondents expressing overall satisfaction with services received: 74.1%

## 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 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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