

TEXAS WORKFORCE COMMISSION
Customer Care Letter

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Effective:	January 31, 2023

To: Local Workforce Development Board Executive Directors
Commission Executive Offices
Integrated Service Area Managers

From: Tom McCarty, Director, Customer Care Division

Subject: **Customer Referrals from TWC Customer Care: Standard Email Address for Workforce Solutions Offices**

PURPOSE:

The purpose of this Customer Care (CC) Letter is to provide Local Workforce Development Boards (Boards) with guidance on receiving customer referrals (warm handoffs) from TWC program areas.

BACKGROUND:

The Customer Relations department of the Customer Care Division and other TWC program areas receive phone calls and emails from customers daily. As part of TWC's customer service improvement efforts, the Strategic Priority #2 Workgroup (Workgroup), comprising TWC staff and Board representatives, collaborated to develop a process for immediate transfers (hot handoff) of customer phone calls from TWC to designated points of contact (POCs) in Workforce Solutions (WFS) offices across the state.

The Workgroup also determined that the next best action, when a POC is not available for a hot handoff, is for TWC to send an email to the same POCs with customer contact information and a summary of their issue (warm handoff).

Through the information-gathering phase, Customer Care noted that staff turnover at the Board level creates difficulty in keeping an updated directory of POCs. To avoid this issue and develop a more efficient process, TWC requires each Board to create a standard email address for receiving warm handoffs from TWC staff.

PROCEDURES:

No Local Flexibility (NLF): This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this CC Letter and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by “must” or “shall.”

Local Flexibility (LF): This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this CC Letter. All information with an LF rating is indicated by “may” or “recommend.”

NLF: All Boards must:

1. Establish a standard email address to receive customer referrals from TWC.
 - a. Email addresses must use the prefix “**customer.referral**”. (For example: **customer.referral@wfsolutions.org**; **customer.referral@wftexoma.org**; etc.)
 - b. Once established, send a test email to brad.temple@twc.texas.gov with “Customer Referral Test” in the subject line and email body and include the POC’s signature line.
 - c. Email addresses must be live for receiving and sending emails by **January 27, 2023**.
 - d. Boards will attempt to contact the customer within 24 hours as prescribed in Section 17.3 of the ABA.