

**Texas
Workforce
Commission**



**Customer Service Report
2013-2014**



Customer Service Report 2013-2014

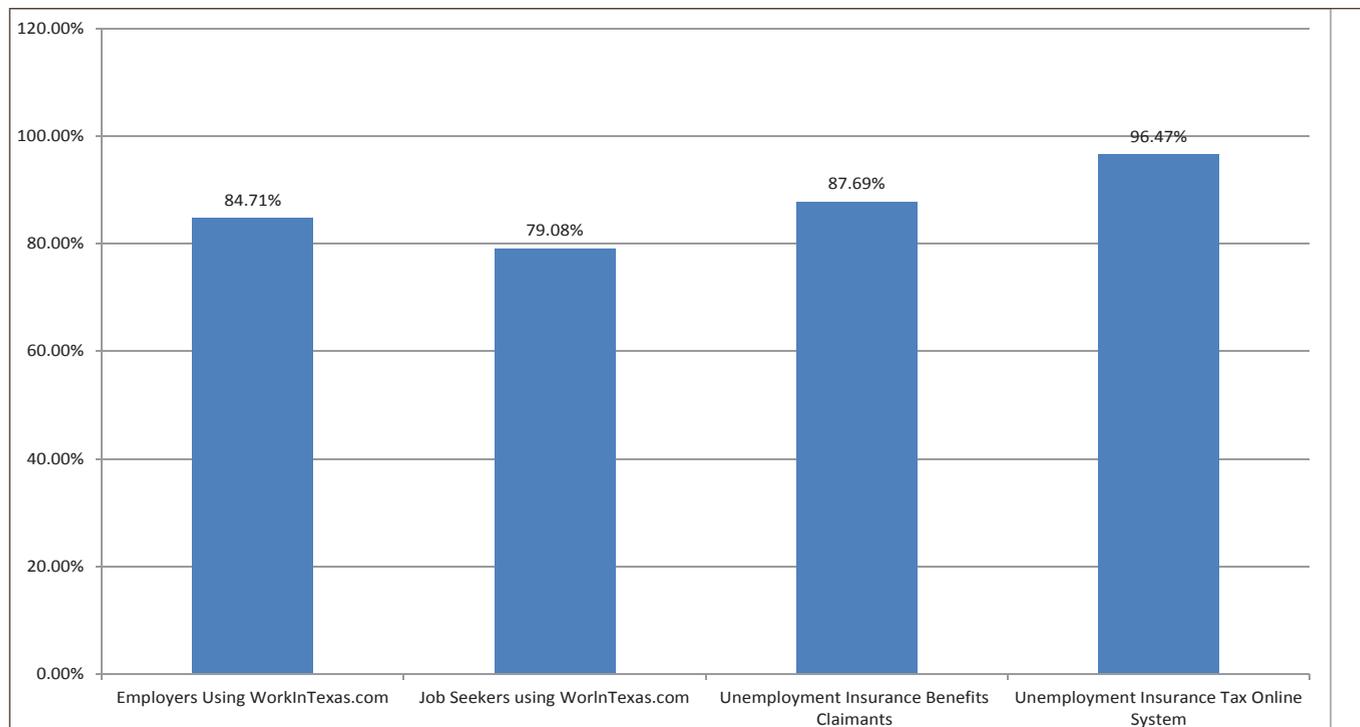
The Texas Workforce Commission (TWC) serves the workers, employers, and communities of Texas by providing innovative workforce solutions. To provide the highest level of service to our customers, the agency conducts ongoing research and evaluations to identify successes, as well as opportunities to improve 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 provide 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 conducts a customer satisfaction survey 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 1, 2012 through December 31, 2013. Separate results were compiled for employers and job seekers. Employers were surveyed about UI tax filings and WorkInTexas.com. Job seekers were surveyed about their use of WorkInTexas.com and the UI online application services. A total of 7,228 job seekers and employers responded to the survey. Of the customers surveyed, an average of 86.99% would recommend TWC product/services with results ranging from 79.09% to 96.47% and are illustrated in the following chart.

Online Customer Satisfaction Survey



TWC Customer Service Initiatives 2013-2014

Website Redesign:

TWC continued the redesign of our main website: www.texasworkforce.org. In 2012, TWC staff made several improvements to page layout, content organization, overall presentation, and site navigation. These improvements were made with a customer focus for better organization, flow and navigation, and readability. We have completed the update of content for our two largest website customer groups: job seekers and employers. The project will continue into 2015 as TWC redesigns the remaining website content.

A Streamlined Unemployment Insurance Tax System for Employers:

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

- More than 414,000 employers submitted UI quarterly tax reports electronically for the fourth quarter of 2013, which represents 85% of all reports filed.
- Of the employers filing tax reports online, more than 200,000 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 10,244 transactions in January 2014.
- More than 48,000 employers have registered online for new accounts using TWC's online Unemployment Tax Registration system during 2013.

UI Claims Filing:

Economic conditions improved from 2011 to 2012. However, UI activities continued to be higher than normal with several extensions of the federal Emergency Unemployment Compensation (EUC). In addition, TWC implemented new federal requirements for providing Reemployment Eligibility Assessment (REA) services to claimants establishing a EUC claim. This new requirement involved coordination and programming between the Unemployment Benefits and Workforce Development Divisions along with the 28 Local Workforce Development Boards (Board) and their contractors.

In 2013, TWC had to add new programming, twice, to implement the mandatory reduction of EUC benefit amounts due to sequestration. When the EUC program expired in December 2013, TWC staff handled an extremely high influx of calls from customers wanting information about the end of the program.

After the federal government shut down in October 2013, TWC experienced a significant increase in the number of claims filed by federal employees. Staff not only processed the claim application but once the federal employees returned to work along with back pay, staff voided the claims and processed repayment of any resulting overpayment.

The following table points out the number of regular claims processed by TWC during 2012 and 2013 and additional claims taken under EUC and Disaster Unemployment Assistance (DUA). For calendar year 2012, call centers answered 4,159,565 calls and 3,428,700 calls in 2013.

Type of Claim	2012	2013
Regular	989,595	973,226
EUC	199,929	180,179
EB	45,644	8
DUA	2	0

Sources: TWC PRD 1d report for regular claims and custom query for EUC and DUA claims

Enhanced Automated Services for Claimants:

TWC implemented the following new automated features to assist claimants.

1) Online Appeals Request

TWC added an appeal request form to the TWC website which allows claimants to submit an appeal online. Previously, claimants had to submit a written appeal by fax or mail, resulting in additional calls to the Tele-Center or appeals. Claimants can now go online and fill out a form that collects the necessary information to request an appeal on an unemployment benefit claim or wage claim decision.

2) Unemployment Benefits Services System Now Accepting Disaster Unemployment Assistance (DUA) claims

TWC enhanced the online Unemployment Benefits Services (UBS) system to accept claims from individuals who were applying for DUA. Previously, claimants applying for DUA were required to apply over the telephone, resulting in additional calls to the Tele-Center. Individuals impacted by a disaster declared by the President and do not qualify for regular unemployment benefits can now submit an initial claim for DUA over the Internet.

3) Unemployment Benefits Services System Now Accepting Combined Wage Claims

TWC modified the online UBS system to accept claims from individuals who worked in multiple states, one of which is Texas. Previously, claimants with wages in more than one state were required to apply for benefits over the telephone so staff could capture the information necessary to combine each state's wages into one unemployment claim. This resulted in additional calls to the Tele-Center. Claimants can now file for UI benefits that combine wages from other states over the Internet.

4) Unemployment Benefits Services Meet Higher Accessibility Standards

TWC upgraded the online UBS web pages in order to meet TWC's new, higher accessibility standards which allow visually-impaired customers greater access to the UBS system.

In addition, the UBS web pages have a new color palette that more closely matches the redesigned TWC Home Page.

5) IRS Tax Information (1099-G) Added to Unemployment Benefits Services

In 2011, TWC modified the online UBS system to display the prior year's 1099-G IRS tax information. In 2012, TWC upgraded the online tax information by including 1099-G IRS tax information for the past five years. Previously when TWC only displayed the tax information for the most recent tax year, the Tele-Center received additional calls from claimants wanting information on a prior year. With this modification, claimants can access up to five years of their tax information online.

6) Tele-Serv Available Seven Days a Week

TWC updated the programming for the Tele-Serv as well as the automated interactive voice response (IVR) system. Previously, claimants could call Tele-Serv Sunday through Friday to submit a request for payment and get the status of a claim or previous payment request. The new programming now offers all customer services via the Tele-Serv on Saturdays including claim and payment request status.

Enhanced Automated Services for Employers:

1) Online Appeals Status Added to Unemployment Tax Services

TWC implemented a new automated feature that allows employers to view the status of current unemployment benefit appeals and other appeal activity. Previously, employers would need to contact the Tele-Center or TWC's Appeals Department to ask about the status of an appeal. TWC's upgrade to the online Unemployment Tax Services (UTS) gives employers the ability to review appeal activity within the last two years.

2) Online Appeals Request

Employers are also able to submit an appeal request online using the appeal request form on TWC's website. Previously, employers like claimants had to submit a written appeal by fax or mail, resulting in additional calls to the Tele-Center or TWC's Appeals Department. Employers can now go online and fill out the appeal request form that collects the necessary information to request an appeal on an unemployment benefit claim or wage claim decision.

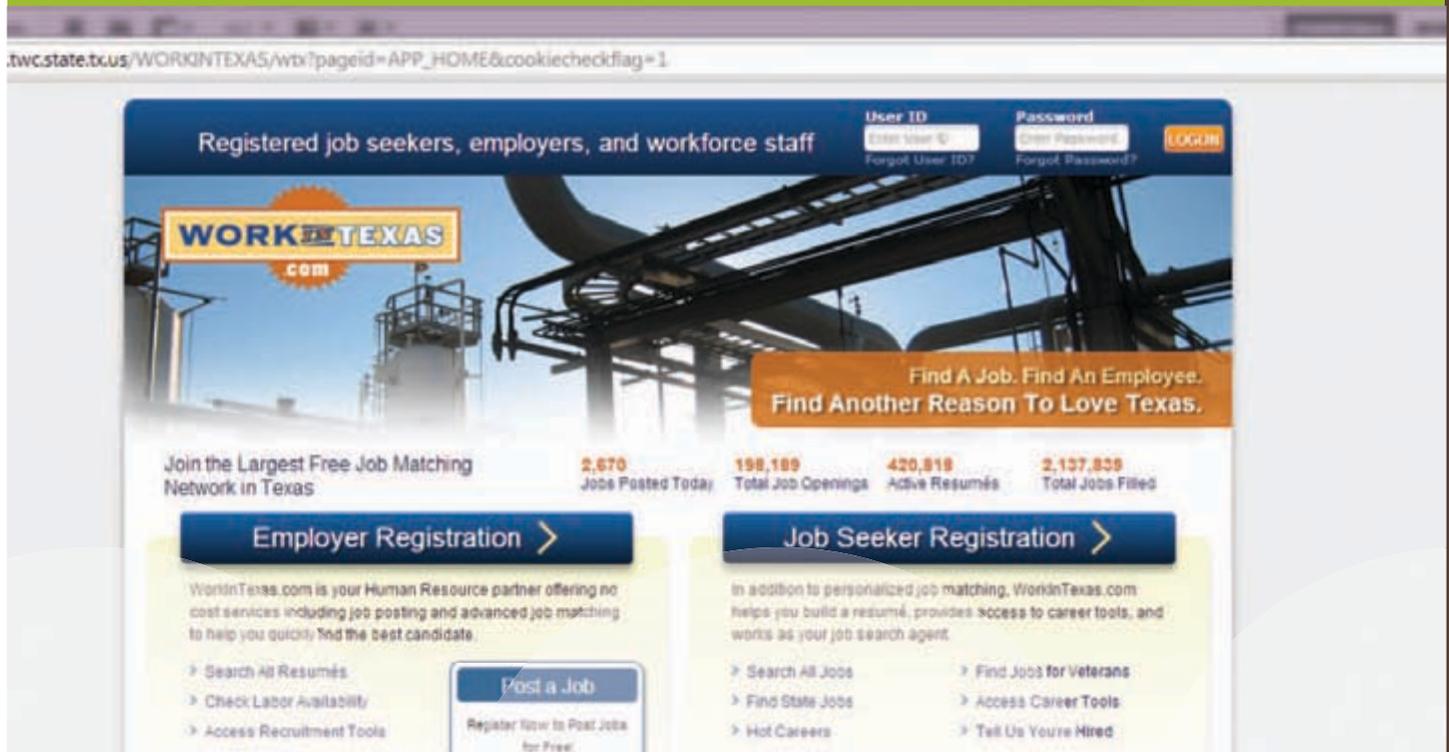
Claimant Communications:

The Unemployment Insurance Division continues to refine the various methods used for communicating with UI claimants such as documents and informational materials but also the Interactive Voice Response System (IVR) and TWC's Internet messages to claimants. The messages on the IVR are kept current and reviewed regularly by staff. The agency continues to review and update claim determinations or the decision documents that are sent to claimants and employers to ensure that all parties can clearly understand every decision that is made.

TWC maintained on the agency's website timely information regarding Emergency Unemployment Compensation (EUC) and Extended Benefits (EB) which allowed claimants access to the latest news without calling a Tele-Center.

We created a special web page with several resources for unemployed customers, Other Resources for the Unemployed , to provide information about services that are available to all customers but it is directed at claimants who have exhausted all available unemployment benefits and need additional assistance.

TWC Outreach to Customers



For Employers and Workers: WorkInTexas.com:

WorkInTexas.com (WIT) officially launched in June 2004. The application hosts over 294,000 job postings with more than 2.3m job seekers interacting with Workintexas.com. A major milestone was reached in April 2013 with over 2 million jobs filled.

In September 2013, a mobile-friendly version of the online job-matching resource was launched to provide a more relevant tool for the modern day job seeker. The mobile version automatically detects the mobile device (and some tablets) then renders the page accordingly for that particular screen size. It offers the most frequently used features of the full WorkInTexas.com website such as:

- Search for jobs through multiple channels
- Run job match queries
- Apply for jobs
- Maintain lists of pending job applications
- View and manage correspondence and alerts from WorkInTexas.com
- Stay informed of events at local Workforce Solutions offices

Also in September 2013, a partnership began with US Jobs, the National Labor Exchange, to offer employers a quick and easy alternative method for posting jobs in WIT via “indexing.” Indexing is an automated process in which job postings are essentially copied from an employer’s career site then US Jobs sends these postings to WorkInTexas.com. There is no effort on the employer’s part. This ongoing partnership gives us a unique opportunity to change the way we help employers but also increases the number of jobs available thereby keeping the site relevant in the eyes of job seekers.

Modifications are continually made to WorkInTexas.com as a result of customer input and to improve the user’s experience.

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. This ongoing interaction allows for a continuous flow of feedback between the customer and 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 Texas Chapter of the International Association of Workforce Professionals, co-host an annual conference with more than 1,300 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 well over 100,000 employers are educated and informed on the latest issues in employment law, workforce and economic development, and business. Annually, more than 61,000 employers subscribe to the Employer Commissioner’s newsletter Texas Business Today; over 10,000 employers receive the labor and employment law handbook Especially for Texas Employers including accessing the online version more than 31,000 times over the course of a year (May 2013-May 2014); and more than 6,000 employers attend one of the many business conferences held around the state. With more than 82,500 employers attending these conferences since 1998, the Texas Business Conference helps 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 and by e-mail.

Ongoing Commitment:

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

Customers:

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

Employers:

In 2013, there were more than 459,942 employers in Texas with most running small businesses. Just over 77% have fewer than 10 employees, and 97.2% employ fewer than 100 workers. The remaining roughly 3% are considered large employers and supply 68.2% 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.

The Texas Workforce Commission and the 28 Local Workforce Development Boards including the Board contractors are 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 among the most effective tools to foster employer growth. In Fiscal Year (FY) 2013, TWC awarded 40 grants to 70 businesses. The average grant was \$537,058. These grants were instrumental in adding 3,409 new jobs and upgrading 10,833 current jobs. In FY 2013, the average wage for participants completing a skills program was \$25.15 per hour.

Through the workforce system, Texas employers have access 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 April 2014, 12.9 million people make up the Texas civilian labor force which is unprecedented in Texas' history. These individuals are the customers served by workforce solutions offices across the state. Last year, 859,061 workers entered employment after obtaining services at the workforce offices. Customers of all types, whether an individual is currently employed, unemployed, or part of the pipeline of future workers, 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 Investment Act (WIA).

The Apprenticeship program also provides a viable career path. Veterans, international trade-affected workers, older workers, and youth benefit from TWC services. Specialized training 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. By 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.

Customer Complaints

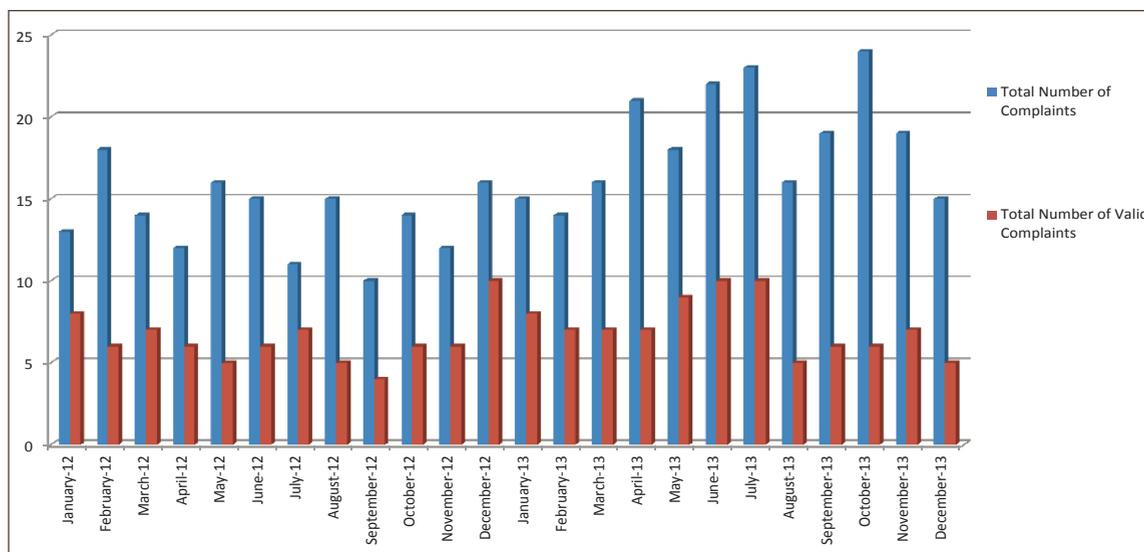
January 2012 – December 2013

From January 2012 through December 2013, 388 complaints were reported and 163 were determined to be valid. TWC takes complaints seriously and strives to respond in a timely manner. Out of the 388 reported complaints from the time frame of January 2012 through December 2013 only 12 complaints did not meet the measure of external written and electronic complaints and concerns acknowledged within five business days and telephone calls within one day.

Complaint Resolution:

To ensure customers have the opportunity to bring attention to matters that need additional resolution, TWC established an agency-wide complaint tracking system pursuant to Section 301.023 of the Texas Labor Code, as amended. 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 performance 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 2012 through December 2013, 388 complaints were reported and 163 were determined to be valid. TWC takes complaints seriously and strives to respond in a timely manner. Out of the 388 reported complaints from the time frame of January 2012 through December 2013 only 12 complaints did not meet the measure of acknowledgement within five business days and telephone calls within one day. 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.



Taking the Next Step



TWC's Customer Relations Department is responsible for compiling reports on customer's activities and trends, responding to customer complaints and inquires, 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 telephone, fax, and traditional mail. By using the two links on the TWC website, customers can also contact customer relations by email.

In order to ensure that quality customer service is delivered throughout the agency and that customer complaints are accurately documented, TWC employees are required to complete computer-based training programs. The training demonstrates how to accept, process, and track customer complaints. This requirement emphasizes that customer service is and always will be one of the agency's top priorities.

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

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

86.99%

Average hold time and calls answered by the tele center

- From September 2011-August 2012 tele centers answered 4.46 million calls with an average hold time of **8:14**.
- From September 2012-August 2013 tele centers answered 3.68 million calls with average hold time of **8:52**.

Complaint Resolution

Out of the 388 reported complaints from the time frame of January 2012 through December 2013 only 12 complaints did not meet the measure of external written and electronic complaints and concerns acknowledged within five business days and telephone calls within one day.

Output Measures

Number of customers responding to survey **7,228**

Number of customers served **64,000**

Cost per survey **\$4.84**

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 that they would recommend our products/services to others.

Purpose/Importance: The purpose is to measure the level of customer satisfaction in order to gauge attainment of customer services goals. We are committed to providing effective and efficient service to all customers; therefore, we are 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 agency's website. In addition to the previously cited surveys, other surveys may be identified as a result 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. At no time will it be possible to obtain a 100% response rate. The frequency may vary as a result 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: Noncumulative

New Measure: No

Desired Performance: Higher than the target

Percentage 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: The purpose of this measure is to gauge whether the agency is responding to complaints and concerns in a timely manner. TWC is committed to providing effective and efficient service to all customers; therefore, it is our 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 the department resolves 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 didn't meet the measure of complaints acknowledged within five 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: This is a tally of the total number of individuals or entities responding to survey instruments or customer evaluations conducted by or for TWC.

Purpose/Importance: The purpose of this measure is 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 agency's website. Customer service evaluations are conducted on behalf of TWC. In addition to the previously cited surveys, other surveys may be identified as a result 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. At no time will it be possible to obtain a 100% response rate. The frequency may vary as a result 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: This is the total number of customers who receive services and information from TWC.

Purpose/Importance: The purpose is to identify the universe from which the survey samples are drawn. The agency 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 into WorkInTexas.com on the TWC mainframe. In order 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 are 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: This is the total number of customers who could receive TWC services.

Purpose/Importance: This measure 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: The purpose of this measure is to provide general information in regard to 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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