



Texas Workforce Commission

Customer Service Report 2021-2022

Introduction

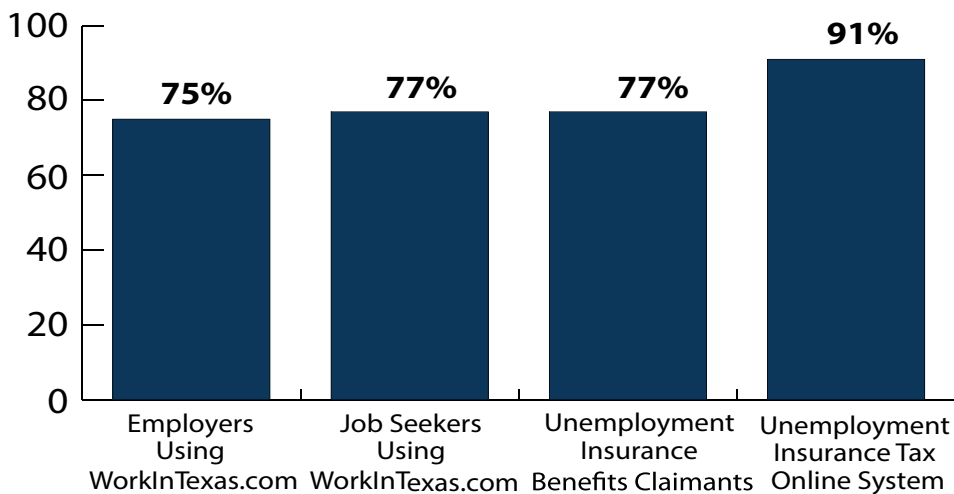
The Texas Workforce Commission (TWC) serves the workers, employers, and communities of Texas by providing innovative workforce solutions. Each of these customer groups are offered a wide variety of services through an integrated service delivery system. To provide the highest level of service to our 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.

Information Gathering Methodology

Online surveys were sent to all new employers and job seekers using TWC online services from January 2020 through December 2021. 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. The survey received 4,524 responses from employers and job seekers. Of the customers surveyed, an average of 80 percent would recommend TWC product/services with results ranging from 75 percent to 91 percent. These results are illustrated in the following chart.

Breakdown of Customers Who Would Recommend TWC Products/Services January 1, 2020 – December 31, 2021

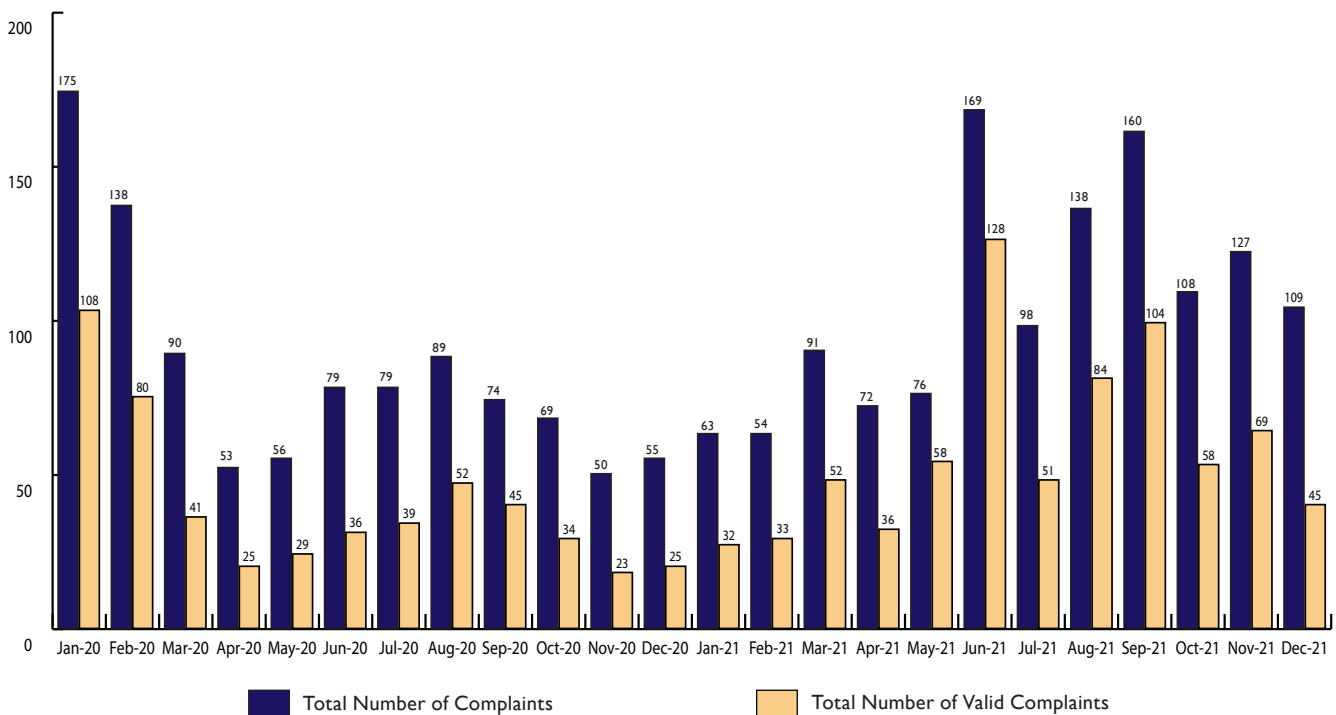


TWC also conducts customer satisfaction surveys through the University of Texas-Austin, Center for Social Work Research (UT/CSWR) which satisfies the requirements of Section 2114.002(b), Government Code. A link to the customer satisfaction survey is available through WorkInTexas.com as well as being 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.

Vocational Rehabilitation customer satisfaction surveys are conducted throughout the state fiscal year (FY). In FY 2020 and 2021, the VR surveys were conducted by Westat, Inc. Westat is a statistical survey research corporation based in Rockville, Maryland. VR customers were surveyed by telephone or video relay. For the Living Program for Older Individuals who are Blind program, the surveys are also conducted by telephone, but are conducted toward the end of each state fiscal year. The TWC contracted with Customer Research International (CRI), a survey research company located in San Marcos, Texas, which conducted the surveys for the ILS-OIB customers.

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 FY.

Customer Complaints January 2020 – December 2021



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	627	255	372
2. Service not timely	577	397	180
3. Incorrect or no information provided	342	185	157
4. Calls not returned/Correspondence not answered	370	276	94
5. Appropriate program-specific procedure not followed	189	89	100
6. Records Lost/misplaced	16	13	3
7. Discrimination	30	12	18
8. Other*	121	60	61
Total number of complaints reported	2,272	1,287	985

* 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

In FY 2020, 14,731 VR customers completed the Westat customer satisfaction survey, including 10,047 who were receiving active services (open cases) and 4,684 who had exited the program (closed cases).

- Among open case respondents, 85.2 percent of them were satisfied or very satisfied with their overall experience with VR.
- Among closed case respondents, 85.5 percent of them were satisfied or very satisfied with their overall experience with VR.

In FY 2021, 14,774 VR customers completed the Westat customer satisfaction survey, including 10,285 who were receiving active services (open cases) and 4,489 who had exited the program (closed cases).

- Among open case respondents, 87.5 percent of them were satisfied or very satisfied with their overall experience with VR.
- Among closed case respondents, 86.5 percent of them were satisfied or very satisfied with their overall experience with VR.

The 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 FY 2020 and FY 2021 by CRI. The total number of customers surveyed is small, therefore, the surveys are conducted near the end of each fiscal year.

In FY 2020, 307 ILS-OIB customers completed a survey.

- There were 153 completed surveys of customers receiving services (active cases). Of the active cases surveyed, 83.4 percent were satisfied or very satisfied with their OIB worker assisting them.
- There were 154 completed surveys of cases in which the customer was no longer receiving services (closed cases). Of the customers who were closed, 82.9 percent were satisfied or very satisfied with their OIB worker.

In FY 2021, 302 ILS-OIB customers completed a survey by telephone.

- There were 128 completed surveys of customers receiving services (active services). Of the customers surveyed who were active, 82.3 percent were satisfied or very satisfied with their OIB worker.
- There were 174 completed surveys of customers who were no longer receiving services (closed cases). Of the customers who were closed, 83.1 percent of them were satisfied or very satisfied with their OIB worker.

Unemployment Insurance Claims Processed

Type of Claim	2020	2021
Regular	3,715,145	2,163,013
Pandemic	918,942	272,192
Extended Benefits	48,359	659,922
Disaster Unemployment Assistance	140	1,980

Calls Answered by the UI and Contract Tele-Centers

2020	2021
4,577,470	12,279,002

The numbers do not include calls handled by other entities that assisted TWC during the pandemic.

- Calendar Year (CY) 2020 the average speed of answer (ASA) or hold time was 13:48 (m:ss)
- CY 2021 the ASA was 19:34
- CY 2022 through Feb 28, 2022, the ASA was 13:23

Customer Service Improvements

TWC is committed to delivering their exceptional customer service for our customers and listens to customers to improve services to their customer needs. TWC established the Customer Care Division to make improvements on the delivery of services or information to customers. 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, 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: 77%
- Employers Using WorkInTexas.com: 75%
- Job Seekers Using WorkInTexas.com: 77%

Calls Answered by the Unemployment Benefit Tele-Centers

- Fiscal Year (FY), 2020, Tele-Centers answered over 4.5 million calls with an average hold time of 13:48.
- Fiscal Year (FY), 2021, Tele-Centers answered over 12 million calls with an average hold time of 19:34.

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 2,812 reported complaints from January 2020 through December 2021, only 143 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: 4,524 *
- 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