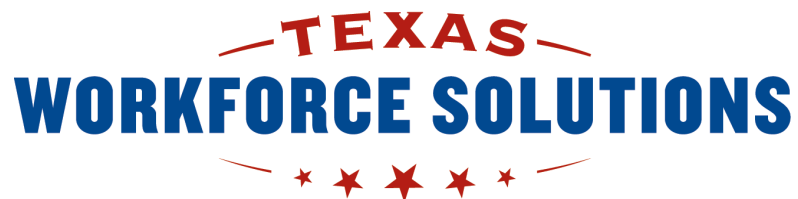


TWC CUSTOMER SERVICE REPORT 2015-2016



TEXAS WORKFORCE COMMISSION MISSION

To promote and support
a workforce system
that creates value
and offers
employers, individuals,
and communities
the opportunity
to achieve and sustain
economic prosperity.



TWC CUSTOMER SERVICE REPORT 2015-2016



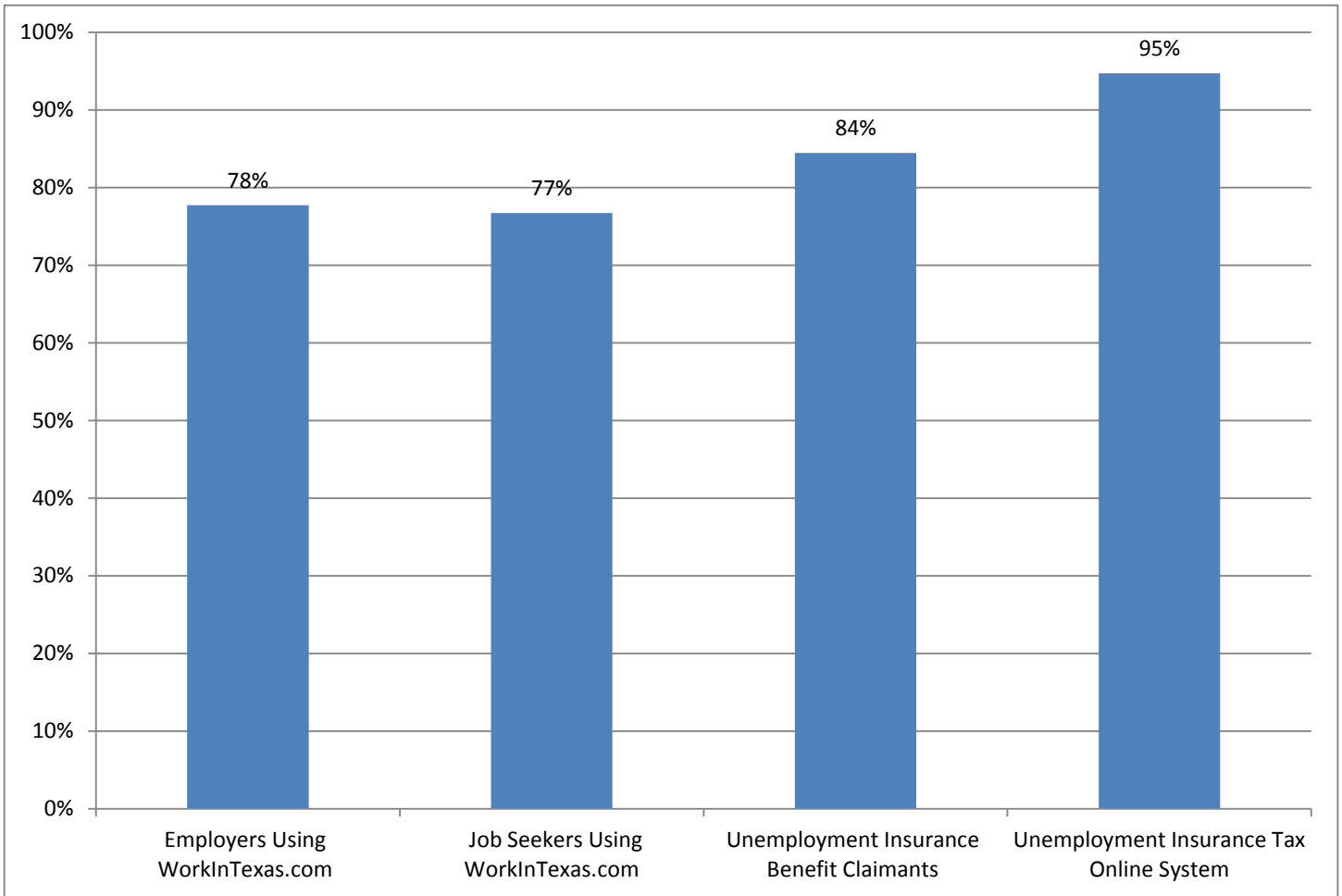
The Texas Workforce Commission (TWC) serves the workers, employers, and communities of Texas by providing innovative workforce solutions. To provide the highest level of service to our customers, the agency conducts ongoing research and evaluations to identify successes, as well as opportunities to improve 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 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.

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, 2014 through December 31, 2015. 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 9,439 job seekers and employers responded to the survey. Of the customers surveyed, an average of 84 % would recommend TWC product/services with results ranging from 77% to 95%. These results are illustrated in the following chart.

Breakdown of Customers Who Would Recommend TWC Products/Services January 1, 2014-December 31, 2015



Complaint Resolution:

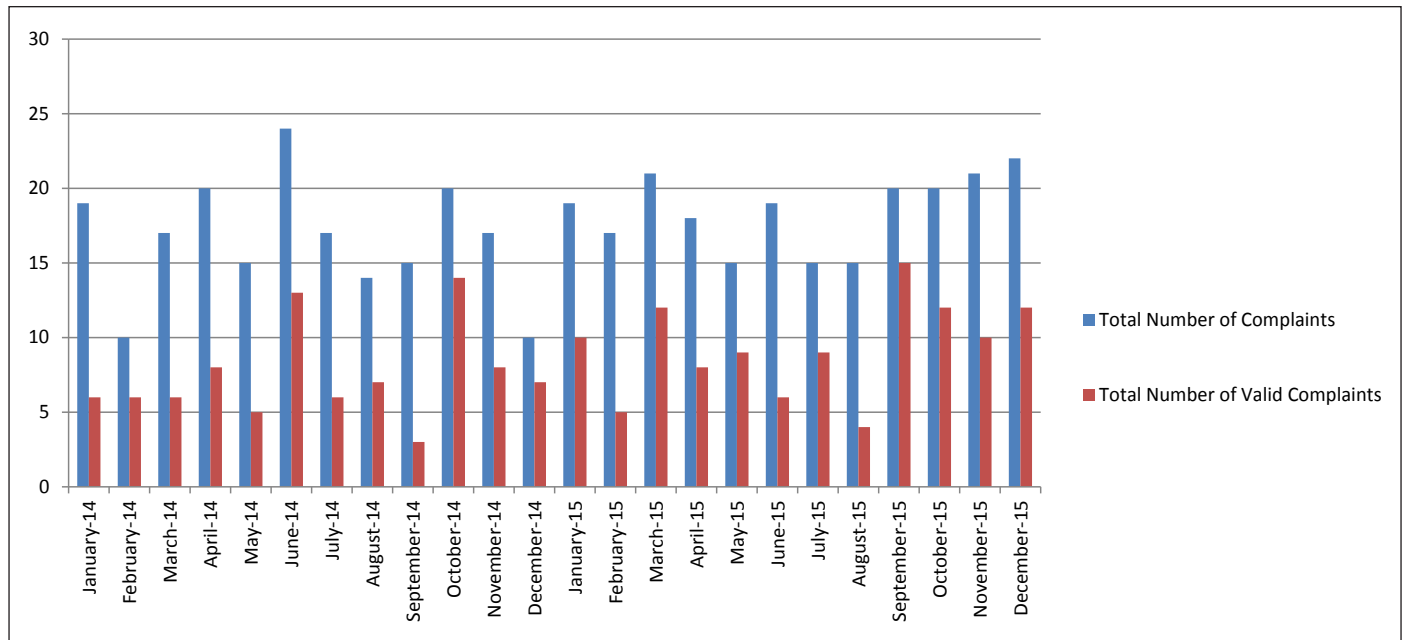
To ensure customers have the opportunity to bring attention to matters that need additional resolution, TWC established an agency-wide complaint tracking system pursuant to Section 301.023 of the Texas Labor Code, as amended. Reports are compiled monthly and include information regarding whether the 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 complaints that were deemed to be valid, were those which were investigated and found to have merit. Complaints that were not valid were investigated and determined to not have merit.

TWC's 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 2014 through December 2015, 420 complaints were reported and 201 were determined to be valid. TWC takes complaints seriously and strives to respond in a timely manner. Out of the 420 reported complaints for the period of January 2014 through December 2015, only four complaints did not meet the measure of acknowledgement within five business days and telephone calls within one day.

Customer Complaints January 2014 – December 2015



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	244	92	152
2. Service not timely	16	8	8
3. Incorrect or no information provided	68	43	25
4. Calls not returned/Correspondence not answered	36	19	17
5. Appropriate program-specific procedure not followed	52	38	14
6. Other	4	1	3
Total number of complaints reported	420	201	219



A Streamlined Unemployment Insurance Tax System for Employers:

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

- More than 505,000 employers submitted UI quarterly tax reports electronically for the fourth quarter of 2015, which represents 99 percent 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 10,687 transactions in January 2016.
- More than 52,000 employers have registered online for new accounts using TWC’s online Unemployment Tax Registration system during 2015.

UI Claims Filing:

Economic conditions improved from 2013 to 2015. The federal Emergency Unemployment Compensation (EUC) program ended December 28, 2013. With the improving economy and the expiration of EUC, Department of Labor (DOL) anticipated UI activities would drop

to pre-EUC levels. However, UI activities continued to be higher than normal and this trend is continuing. The expiration of EUC required additional actions by TWC to close that program.

In May 2015, the President declared a disaster for the severe storms, tornadoes, straight-line winds and flooding that hit the state over the Memorial Day weekend. In October of 2015, another disaster declaration was made for the Halloween floods. Severe storms and flooding continued in 2016, resulting in 3 additional disaster declarations in 2016.

The following table shows the number of regular claims processed by TWC during 2014 and 2015 and additional claims taken under EUC and Disaster Unemployment Assistance (DUA). For the state fiscal year 2014, the Tele-Centers answered 2.87 million calls with an average speed of answer (ASA) of 7:06 minutes and 2.40 million calls with an ASA OF 10:58 in 2015.

Type of Claim	2014	2015
Regular	894,527	979,726
EUC	7,327	72
EB	5	3
DUA	0	197

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) Hosted interactive voice response (IVR) system

In February 2014, TWC implemented a hosted Interactive Voice Response (IVR) system that can handle upwards of 1600 simultaneous calls. Customers calling the 800-939-6631 number are first routed through the hosted IVR. After providing their Social Security Number and Personal Identification Number, the hosted IVR speaks back targeted information concerning their current claim status. The customer then has the option to route to a Tele-Center for additional assistance, Tele-Serv to submit their payment request, or to BPC Investigations if needed. On average, 59.6% of the calls routing to the hosted IVR, end up routing to a Tele-Center.



2) Online tutorials developed

Online tutorials were developed to assist customers such as:

- Apply for UI Benefits Tutorial
- How to calculate and Report Earnings
- How to View Your Claim and Payment Status
- How to create a User ID and Password for Unemployment Benefit Services
- How to View your Appeals Status
- How to view your IRS-1099-G Information

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 IVR system 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 sent to claimants and employers to ensure all parties can clearly understand every decision made.

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

TWC 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 2004. The application hosts over 550,000 job postings with more than 2.8 million job seekers interacting with WIT. Since its inception, WIT has filled over 2.4 million jobs.

The mobile-friendly version of the online job-matching resource launched in 2013 provides a more relevant tool for the modern day job seeker. The mobile version detects the mobile device (including some tablets) and then renders the page accordingly for that particular screen size. It offers the most frequently used features of the full WIT 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

The continued partnership with US Jobs, the National Labor Exchange that began in 2013, continues to expand its ability to offer employers a quick and easy alternative method for posting jobs in WIT via “indexing.”

Modifications are continually made to WIT 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. 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 International Association of Workforce Professionals, Texas Chapter, 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 employers are educated and informed on the latest issues in employment law, workforce and economic development, and business. Annually, an estimated 30,000 employers receive the Employer Commissioner’s newsletter *Texas Business Today*; more than 5,000 employers receive the labor and employment law handbook *Especially for Texas Employers* including accessing the online version 23,000 times over the course of a year (May 2015-May 2016); and over 5,000 employers attended one of the many business conferences held around the state. With more than 90,000 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 (about 1,200 calls per month=14,400 per year) and by e-mail.

Ongoing Commitment:

TWC'S commitment to customer service was formally outlined and developed in 2000 by the Compact with Texans. However, we continuously assess our interactions with customers to continue that commitment 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 2015, there were more than 499,873 employers in Texas with most running small businesses. Just over 77 percent have fewer than 10 employees, and 97.2 percent employ fewer than 100 workers.

The remaining roughly 3 percent are considered large employers and supply 68.1 percent 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.

TWC, the 28 Boards, and their contractors comprise the Texas workforce system which is 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) 2015, TWC awarded 47 grants to 67 businesses. The average grant was \$450,315. These grants were instrumental in adding 3,664 new jobs and upgrading 9,431 current jobs. In FY 2015, the average wage for participants completing a skills program was \$27.10 per hour.

Through the workforce system, Texas employers have access to 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 May 2016, 13.3 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. 741,167 customers entered employment after utilizing workforce services between July 1, 2014 and June 30, 2015. 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

case management 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.

TAKING THE NEXT STEP:



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.

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 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 feature 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: **84%**

Break down of Customers who would recommend TWC product/services to others:

- Unemployment Insurance Tax Online System: **95%**
- Unemployment Insurance : **84%**
- Employers Using WorkInTexas.com: **78%**
- Job Seekers Using WorkInTexas.com: **77%**

Average Hold Time and Calls Answered by the Tele-Center

- From September 2013-August 2014 tele-centers answered **2.87** million calls with an average hold time of **7:06**.
- From September 2014-August 2015 tele-centers answered **2.40** million calls with an average hold time of **10:58**.

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 420 reported complaints from January 2014 through December 2015, only four 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: **9,439**

Number of customers served: **2 million**

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 percent 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

Percent 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 business days and phone calls within one day.

Data Limitations: None

Calculation Type: Cumulative

New Measure: No

Desired Performance: Higher than the target



CUSTOMERS SURVEYED

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 percent 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.

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
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.

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



TEXAS WORKFORCE COMMISSION

101 East 15th Street
Austin, Texas 78778-0001
(512) 463-2222

Equal Opportunity Employer/Program
Auxiliary aids and services are available upon request to individuals with disabilities.

Relay Texas: 800-735-2989 (TTY) and 711 (Voice).

Copies of this publication (07/2016) have been distributed in compliance with the State Depository Law, and are available for public use through the Texas State Publication Depository Program at the Texas State Library and other state depository libraries.

WWW.TEXASWORKFORCE.ORG

