

Social Media Protocol

Workforce Solutions of West Central Texas (WSWCT) social media sites shall not be used to conduct any official business between staff and customers, including, but not limited to:

- Unemployment benefits
- Eligibility for services
- Reporting information
- Requesting a job posting in WorkInTexas
- Protests
- Appeals
- Open records requests
- Notification of suspected fraud, waste, or program abuse*

Communication regarding these topics should be handled outside of any social media platform. Any personal information shared by a customer via social media will be removed from the platform and a staff person will reach out to the customer to continue the conversation offline.

Comments warranting a response will be addressed in a timely manner (24 hours or less, unless on a weekend/holiday). WSWCT reserves the right to edit or remove public comments and/or private messages that:

- are clearly off-topic;
- are offensive;
- contain confidential or personal information;
- include copyright violations;
- include profanity, racist, sexist, or derogatory content;
- present partisan political views;
- endorse any type of commercial product or service;
- contain fraudulent or harassing material; or
- appear to be or contain any type of SPAM or disseminated-in-mass content.

Individuals who choose to connect with WSWCT through social media sites will be expected to abide by this policy when making comments or posts. Individuals who abuse this policy will be notified and asked to comply. Repeat offenders may be blocked from future access.

*To report suspected fraud, waste, or program abuse in any program administered by WSWCT, individuals should access [Reporting Fraud](#) or call the Texas Workforce Commission Fraud Hotline at 800-252-3642.

The third party sites that WSWCT uses to host content are not official Workforce Solutions sites, and WSWCT does not have oversight of the services and policies of those sites. The terms of service and policies for each third party's website apply.