

From: [Sunset Advisory Commission](#)
To: [Jalisa Broussard](#)
Subject: FW: Public Input Form for Agencies Under Review (Private/Before Publication)
Date: Friday, July 17, 2026 9:54:06 AM

From: sunset.website@brightleafgroup.com <sunset.website@brightleafgroup.com>
Sent: Friday, July 17, 2026 9:50 AM
To: Sunset Advisory Commission <sunset@sunset.texas.gov>
Subject: Public Input Form for Agencies Under Review (Private/Before Publication)

Submitted on Fri, 07/17/2026 - 08:47

Submitted by: Visitor

Submitted values are:

Choose the agency that you would like to provide input about
[Texas Workforce Commission](#)

Public Comments

1

First Name

Tiffany

Last Name

Cooper

Email

seren.kai25@gmail.com

State

Texas

Your Comments or Concerns

Subject

Systemic Failure of Agency Execution and Constituent Burden-Shifting — TWC, SNAP/HHSC, and WIOA

Statement

I am submitting this record to ask a direct governance question:

Who is responsible for requiring Texas agencies to identify and correct their own failures when internal complaints, appeals, executive escalations, legislative correspondence, and constituent follow-up still do not produce timely execution?

Since October 2025, I have experienced a continuing pattern involving the Texas Workforce Commission, SNAP administered through HHSC, and the workforce system administering WIOA services.

These programs operate separately when I need action, correction, documentation, or accountability. However, they are capable of exchanging and using information when that information supports withholding, reducing, or denying benefits.

The repeated pattern is:

The agency directs me to comply with a requirement.

I comply or attempt to comply.

The agency fails to process, provide, locate, reconcile, or timely act on the required information.

I identify the failure or contradiction.

Responsibility is shifted back to me through another call, complaint, appeal, document request, or escalation.

The matter remains idle until I escalate again.

The agency eventually takes limited action but does not identify how the failure occurred, who was responsible, or what internal correction will prevent recurrence.

This is not one isolated processing error.

Texas Workforce Commission

In October 2025, I was approved for unemployment benefits. The funds were then withheld or extracted before I received them. SNAP subsequently treated those benefits as income even though the money was not available to me and denied assistance based on that income.

For approximately seven months, I repeatedly asked TWC to provide the legal basis

authorizing it to continue withholding approximately \$2,880. That direct question was not answered.

I submitted an unemployment appeal. The agency allowed the appeal to remain unprocessed until the relevant period expired and then relied upon the expiration created during its own delay. When I identified the contradiction, I was instructed to file another appeal.

That second appeal also remained idle for approximately two months until I escalated again. Only after outside intervention was the matter expedited and assigned a projected review period.

Execution should not require repeated escalation by the person whose benefits remain withheld.

SNAP/HHSC

Earlier in 2026, HHSC could not locate a SNAP appeal that had remained idle for approximately four months. The document later appeared in the case record, but it was classified as evidence rather than processed as the appeal I had been instructed to file.

On July 9, 2026, I completed a SNAP interview and was instructed to return an employment-verification form to continue receiving benefits.

The agency did not make the required form available electronically. My online account displayed no pending tasks and no available recommended form.

On July 17, I received a written alert stating that the required information was due by July 20. During a telephone conversation that same day, an agent stated that the form was instead due August 5 and proposed mailing it to me—even though the agency had the ability to provide documents electronically and the written deadline was only three days away.

I was then instructed to search additional areas of the portal and contact an employer for a form that HHSC itself required but had not provided.

Again, the agency's failure became another assignment for the constituent.

I submitted an Ombudsman complaint on July 17, 2026, under tracking number

A07172026.0130024.

WIOA and workforce services

I have experienced the same underlying structure within workforce services: requirements are enforced against the participant, but execution, accountability, and corrective action within the administering system require repeated constituent intervention.

Legislative notice

Beginning in October 2025, I sent written correspondence to Texas legislative offices explaining that these systems operate in parallel until information can be used against a constituent, while corrections and responsibility remain fragmented when agency error causes harm.

I received no substantive response.

These are not minor customer-service complaints. These programs affect food, housing, transportation, employment stability, and the ability to remain financially sustainable after job loss.

I am attempting to use state resources for their intended purpose while pursuing a wrongful-termination matter. I have complied with directives, preserved records, filed appeals, contacted leadership, submitted complaints, and escalated unresolved matters.

I will not continue carrying responsibility for the agencies' internal execution in addition to my own obligations.

Questions requiring a written response

What internal control is responsible for identifying appeals, cases, required documents, or benefit decisions that remain idle beyond established processing periods?

Who is responsible for determining whether an agency-created delay affected a constituent's rights, deadline, eligibility, or access to benefits?

What mechanism requires an agency to correct its own error without forcing the constituent to file another appeal concerning the consequences of that error?

Who reviews repeated failures of execution across TWC, HHSC/SNAP, and WIOA when

internal escalation has already failed?

What accountability applies when an agency receives a direct question concerning its legal authority and leaves that question unanswered for months?

Why are agencies able to coordinate information used to deny or reduce benefits but unable to timely reconcile errors that prevent the constituent from receiving those benefits?

What entity has authority to require a systemic review rather than directing me back into the same internal processes that produced the failures?

Will your office review this record, refer it to an entity with actual oversight authority, or state plainly that no action will be taken?

Requested action

I am requesting:

a review of the documented pattern of delayed execution and burden-shifting;
identification of the office responsible for systemic oversight;
an examination of aging-case, appeal-processing, exception-handling, and document-delivery controls;
confirmation of whether these failures will be referred for audit, investigation, legislative review, or corrective action;
and a written response stating what action will or will not be taken.

Please do not contact me by telephone.

After repeated experiences in which direct statements were interrupted, redirected, or replaced with different questions, I require all communication regarding this submission to remain in writing.

The record is documented through emails, notices, portal screenshots, appeal submissions, complaint confirmations, benefit records, tracking numbers, and agency correspondence. Supporting material can be provided electronically.

I am not requesting another explanation of how to file an appeal or contact the same agencies. I have already used those channels.

I am asking who governs the system when the system repeatedly fails to govern itself.

Respectfully,

Tiffany Dene' Cooper

Your Proposed Solution

Requested action

I am requesting:

a review of the documented pattern of delayed execution and burden-shifting;
identification of the office responsible for systemic oversight;
an examination of aging-case, appeal-processing, exception-handling, and document-delivery controls;
confirmation of whether these failures will be referred for audit, investigation, legislative review, or corrective action;
and a written response stating what action will or will not be taken.

My Comments Will Be Made Public

Yes

From: [Sunset Advisory Commission](#)
To: [Jalisa Broussard](#)
Subject: FW: Public Input Form for Agencies Under Review (Private/Before Publication)
Date: Tuesday, July 28, 2026 11:59:43 AM

From: sunset.website@brightleafgroup.com <sunset.website@brightleafgroup.com>
Sent: Tuesday, July 28, 2026 11:21 AM
To: Sunset Advisory Commission <sunset@sunset.texas.gov>
Subject: Public Input Form for Agencies Under Review (Private/Before Publication)

Submitted on Tue, 07/28/2026 - 10:17

Submitted by: Visitor

Submitted values are:

Choose the agency that you would like to provide input about
[Texas Workforce Commission](#)

Public Comments

1

First Name

Tiffany

Last Name

Cooper

Email

City

Denton

State

Texas

Your Comments or Concerns

To the Texas Sunset Advisory Commission and Texas State Auditor's Office,

I am asking for a direct response.

Over the course of approximately ten months, I have provided documentation concerning repeated failures of execution across TWC unemployment, WIOA workforce services, and SNAP/HHSC.

This is no longer one complaint concerning one transaction.

The pattern is now clear:

The constituent is given a requirement.

The constituent complies.

The agency fails to execute its corresponding responsibility.

The constituent identifies the failure.

The agency shifts responsibility back to the constituent through another call, appeal, appointment, document search, escalation, or waiting period.

The constituent remains under a fixed deadline or enforcement mechanism while the agency's own corrective process remains open-ended.

When the agency finally reaches the point where tangible assistance, correction, payment, or accountability should occur, execution stalls again.

I need to know whether this pattern warrants oversight.

TWC approved approximately \$10,440 in unemployment benefits. More than \$4,000 was intercepted from that claim. Approximately \$2,880 remains withheld months later, and despite repeated direct requests to TWC leadership and other officials, I still have not received the legal basis explaining why those funds continue to be held.

TWC also acknowledged an internal error after leadership previously stated that TWC was not responsible for the delay. When I resumed asking how an admitted internal error affected the withholding and processing of my claim, the questions again went unanswered.

WIOA required continued job searches, contacts, intake processes, repeated information, and additional testing despite nearly ten months of participation without meaningful employment assistance materializing. When I raised the history of administrative delay, I was told not to focus on the past and the conversation shifted toward my demeanor rather than why the system had failed to self-correct.

SNAP/HHSC required a form following my July 9 interview. The agency states the form was electronically sent, yet it never appeared in my portal. I notified HHS of the problem. I was told it could be mailed, that I could retrieve it from an office, that I could download a blank version myself, and that the portal issue would be ticketed.

As of July 28, I am still responsible for ensuring the paperwork is returned by August 5 or my benefits may be denied.

The Ombudsman has now escalated the matter to a Regional Office and instructed me to allow time for review.

Again, the agency receives additional time to investigate its own administrative failure while my compliance deadline continues to run.

This raises the central question I have been asking for months:

COMPLIANCE TO WHAT?

How can a constituent be held strictly accountable to deadlines, documentation requirements, appointments, job searches, appeals, and program rules when the agencies administering those requirements repeatedly fail to execute their own corresponding responsibilities?

How can an agency delay remain open-ended while constituent delay becomes grounds for denial?

How can administrative errors repeatedly result in additional obligations for the constituent rather than automatic internal correction?

How can appeals be allowed to sit until expiration and then the expiration itself become the operative fact?

How can required documentation remain inaccessible while the deadline to return it

continues to run?

How can more than \$4,000 of approved unemployment benefits be intercepted while the constituent spends months attempting to obtain the legal authority supporting the withholding?

These are programs intended to help Texans remain stable or regain stability.

Rent is due every month.

Food is required every day.

Transportation is required to work.

A person cannot wait ten months for assistance to eventually materialize while simultaneously carrying the administrative labor necessary to make the system function.

I have used the internal channels.

I have filed appeals.

I have contacted agency leadership.

I have contacted ombudsman offices.

I have contacted legislators.

I have complied with document requests.

I have attended appointments.

I have submitted job searches.

I have mailed records.

I have called.

I have emailed.

I have escalated.

At this point, I am no longer asking the agencies participating in the pattern to explain the pattern.

I am asking the entities responsible for oversight:

Does this warrant review?

If so, what office is taking responsibility for examining it?

If it does not warrant review, please state that plainly in writing.

I do not need another referral to the same agencies, another appeal instruction, another customer-service number, or another explanation of how I can continue performing administrative work to compensate for agency failures.

I am asking whether anyone charged with oversight is willing to examine why three separate systems repeatedly enforce constituent compliance while failing to govern their own execution.

Please respond in writing.

Tiffany Dene' Cooper

Your Proposed Solution

These matters will either be addressed, or they won't; simple. I'm asking for a written response stating one or the other.

My Comments Will Be Made Public

Yes

From: [Sunset Advisory Commission](#)
To: [Jalisa Broussard](#)
Subject: FW: If This Were Your Current Situation, What Would You Do Next?
Date: Tuesday, July 28, 2026 1:02:56 PM

From: Tiffany Cooper
Sent: Tuesday, July 28, 2026 12:31 PM
To: Lacey Hull <lacey.hull@house.texas.gov>; Charles Cunningham <charles.cunningham@house.texas.gov>; Donna Howard <donna.howard@house.texas.gov>; Angelia Orr <angelia.orr@house.texas.gov>; Matt Shaheen <matt.shaheen@house.texas.gov>
Cc: Sunset Advisory Commission <sunset@sunset.texas.gov>
Subject: If This Were Your Current Situation, What Would You Do Next?

You don't often get email from [. Learn why this is important](#)

Members of the Texas Sunset Advisory Commission,

I am writing each of you with one direct question:

If this were YOUR current situation, what would your next course of action be to obtain assistance?

Not what policy says should happen.

Not which phone number I should call.

Not which appeal I should file.

Not which office I should contact next.

What would YOU actually do?

Because I have spent nearly ten months doing exactly what Texas systems have required of

me, and at every pivotal point where assistance should materialize, execution stalls while compliance remains my responsibility.

I was wrongfully terminated from my employment in September 2025.

The answer: get a lawyer.

I pursued the appropriate administrative and legal channels.

TDI's role was essentially limited to receiving and processing documents.

I sought emergency assistance through 2-1-1.

Rental assistance funds were depleted within days of a new month. By the time additional resources became available, the outstanding balance was too high for the available assistance.

I sought unemployment benefits through TWC.

My unemployment claim was approved for approximately \$10,440.

More than \$4,000 of those approved benefits were intercepted.

Approximately \$2,880 remains unavailable to me.

For months, I have repeatedly asked TWC for the legal basis authorizing continued withholding of those funds.

I still do not have that answer.

TWC leadership initially stated that the agency was not responsible for the delay. The agency later acknowledged in writing that an internal error prevented my matter from reaching the appropriate team.

Once that internal error was acknowledged, I resumed asking the same question:

If this was an internal agency error, what legal basis permits TWC to continue withholding approximately \$2,880 from my approved unemployment claim?

The question remains unanswered.

I sought workforce assistance through WIOA beginning in October 2025.

For months, I remained responsible for job searches, contacts, appointments, documentation, intake processes, and continued compliance.

Execution of meaningful assistance stalled.

An internal calendar eventually expired, and expiration became another reason to restart the process.

After nearly ten months, I was again being taken through intake requirements, additional testing, and more compliance without meaningful job-placement assistance materializing.

I withdrew.

I sought food assistance through SNAP.

Following an interview on July 9, 2026, I was told that additional documentation was

required.

The form necessary to satisfy that requirement never became available in my portal.

I reported the problem.

I was told the form had supposedly been sent electronically.

It was not accessible.

I was told it could be mailed.

I was told I could go to an office and pick it up.

I was told I could search for a blank copy myself.

The portal issue was supposedly ticketed.

As of July 28, I remain responsible for returning the required documentation by August 5 or risking denial of food assistance.

The agency receives additional time to investigate why its own document was unavailable.

My deadline does not move.

That is the pattern.

TWC.

WIOA.

SNAP.

Different programs. Same structure.

The constituent is given a requirement.

The constituent complies.

The agency fails to execute its corresponding responsibility.

The constituent identifies the failure.

The agency shifts responsibility back to the constituent.

The constituent is told to appeal, call, email, retrieve paperwork, attend another appointment, complete another intake, or wait.

The agency's timeline remains open-ended.

The constituent's deadline remains enforceable.

At what point does the State examine that structure?

Because I am asking for something very simple:

If compliance is required of me, where is the equivalent requirement for the system to execute?

If my failure to meet a deadline can result in denial, what happens when an agency misses its responsibility?

If an appeal sits until expiration, who examines why it sat?

If an agency admits an internal error, who determines what that error affected?

If required paperwork is unavailable, why does locating it become the constituent's responsibility?

If more than \$4,000 of approved unemployment benefits can be intercepted while I am unemployed, unable to pay rent, seeking food assistance, and trying to regain stability, who examines the cumulative effect of those state actions?

I have already used the channels provided to me.

I have filed appeals.

I have submitted complaints.

I have contacted ombudsman offices.

I have contacted agency leadership.

I have contacted legislators.

I have called.

I have emailed.

I have mailed records.

I have remained compliant.

I have escalated.

And I am still being told what I need to do next.

So I am asking each of you personally:

If you lost your employment, more than \$4,000 of your approved unemployment benefits were intercepted, you could not obtain a legal explanation for months, workforce assistance remained procedural rather than tangible, emergency rental assistance did not materialize, and your food benefits were now at risk because the state failed to provide the paperwork it requires you to return—

What would YOU do next?

Where would YOU go?

Who would YOU call when you had already called everyone?

How long would YOU continue performing compliance while waiting for assistance to

materialize?

And at what point would YOU expect the State of Texas to examine its own execution?

I am asking for a direct written response.

Please do not refer me back to TWC, WIOA, HHSC, 2-1-1, another appeal process, or another general constituent-service channel. I have already exhausted those routes repeatedly.

I am asking you, as individuals charged with examining the operation and accountability of Texas agencies:

What would you do if this were your life?

Respectfully,

Tiffany Dene' Cooper

From: [Sunset Advisory Commission](#)
To: [Jalisa Broussard](#); [Nick Overturf](#)
Subject: FW: Does This Pattern Warrant Oversight, or Does It Not?
Date: Wednesday, July 29, 2026 8:19:06 AM

From: Tiffany Cooper
Sent: Tuesday, July 28, 2026 11:26 AM
To: Sunset Advisory Commission <sunset@sunset.texas.gov>; auditor@sao.texas.gov
Subject: Does This Pattern Warrant Oversight, or Does It Not?

You don't often get email from

[Learn why this is important](#)

To the Texas Sunset Advisory Commission and Texas State Auditor's Office,

I am asking for a direct response.

Over the course of approximately ten months, I have provided documentation concerning repeated failures of execution across TWC unemployment, WIOA workforce services, and SNAP/HHSC.

This is no longer one complaint concerning one transaction.

The pattern is now clear:

The constituent is given a requirement.

The constituent complies.

The agency fails to execute its corresponding responsibility.

The constituent identifies the failure.

The agency shifts responsibility back to the constituent through another call, appeal, appointment, document search, escalation, or waiting period.

The constituent remains under a fixed deadline or enforcement mechanism while the agency's own corrective process remains open-ended.

When the agency finally reaches the point where tangible assistance, correction, payment, or accountability should occur, execution stalls again.

I need to know whether this pattern warrants oversight.

TWC approved approximately \$10,440 in unemployment benefits. More than \$4,000 was intercepted from that claim. Approximately \$2,880 remains withheld months later, and despite repeated direct requests to TWC leadership and other officials, I still have not received the legal basis explaining why those funds continue to be held.

TWC also acknowledged an internal error after leadership previously stated that TWC was not responsible for the delay. When I resumed asking how an admitted internal error affected the withholding and processing of my claim, the questions again went unanswered.

WIOA required continued job searches, contacts, intake processes, repeated information, and additional testing despite nearly ten months of participation without meaningful employment assistance materializing. When I raised the history of administrative delay, I was told not to focus on the past and the conversation shifted toward my demeanor rather than why the system had failed to self-correct.

SNAP/HHSC required a form following my July 9 interview. The agency states the form was electronically sent, yet it never appeared in my portal. I notified HHS of the problem. I was told it could be mailed, that I could retrieve it from an office, that I could download a blank version myself, and that the portal issue would be ticketed.

As of July 28, I am still responsible for ensuring the paperwork is returned by August 5 or my benefits may be denied.

The Ombudsman has now escalated the matter to a Regional Office and instructed me to allow time for review.

Again, the agency receives additional time to investigate its own administrative failure while my compliance deadline continues to run.

This raises the central question I have been asking for months:

COMPLIANCE TO WHAT?

How can a constituent be held strictly accountable to deadlines, documentation requirements, appointments, job searches, appeals, and program rules when the agencies administering those requirements repeatedly fail to execute their own corresponding responsibilities?

How can an agency delay remain open-ended while constituent delay becomes grounds for denial?

How can administrative errors repeatedly result in additional obligations for the constituent rather than automatic internal correction?

How can appeals be allowed to sit until expiration and then the expiration itself become the operative fact?

How can required documentation remain inaccessible while the deadline to return it continues to run?

How can more than \$4,000 of approved unemployment benefits be intercepted while the constituent spends months attempting to obtain the legal authority supporting the withholding?

These are programs intended to help Texans remain stable or regain stability.

Rent is due every month.

Food is required every day.

Transportation is required to work.

A person cannot wait ten months for assistance to eventually materialize while simultaneously carrying the administrative labor necessary to make the system function.

I have used the internal channels.

I have filed appeals.

I have contacted agency leadership.

I have contacted ombudsman offices.

I have contacted legislators.

I have complied with document requests.

I have attended appointments.

I have submitted job searches.

I have mailed records.

I have called.

I have emailed.

I have escalated.

At this point, I am no longer asking the agencies participating in the pattern to explain the pattern.

I am asking the entities responsible for oversight:

Does this warrant review?

If so, what office is taking responsibility for examining it?

If it does not warrant review, please state that plainly in writing.

I do not need another referral to the same agencies, another appeal instruction, another customer-service number, or another explanation of how I can continue performing administrative work to compensate for agency failures.

I am asking whether anyone charged with oversight is willing to examine why three separate systems repeatedly enforce constituent compliance while failing to govern their own execution.

Please respond in writing.

Tiffany Dene' Cooper