

Improving our Service

Cypress Station

What:

Our proposal to improve customer service is to eliminate the 10 and 20 percent co-pay that WIA customers must pay to receive scholarships.

Why:

Most customers who receive unemployment benefits or any supplementary income that would cause them to have a co-pay are only receiving about 70 percent of the wages that they earned while working. They must use those wages to provide a way of living for themselves. The co-pay imposed forces them to choose between re-training to become employable again and providing for their ways of life. In most cases, the choice is made to provide a way of life for themselves and their families because often going to school in which they have to pay a co-pay imposes a burden.

How will it be beneficial to our customers?

The average time to retrain in a new occupational training is about 8-9 months. The average person receives unemployment benefits for about 9-10 months or until their benefit expires. More dislocated workers would be able to be retrained and employable if they were able to make a choice to attend training and were aware of the benefits offered through new training in an occupation.

What would this cost Workforce Solutions?

This would not cost Workforce Solutions anything because the money paid in co-pays is paid directly to the training providers.