Truly Online Application & Tracking System for Training & Child Care (Improving Our Services)

Needs Improvement: The need to go online, print, and then visit a local office or submit via fax/e-mail; Not everybody has access to fax or can immediately visit a local office. For missing documents, customers must return to local office or again fax/e-mail documents. Customers inquiring about the status of their applications create an extremely high call volume at local career offices and customer support center. The current financial aid application is incomplete, in the sense that the customers are not aware of the EEO Form. For child care, they are unaware of the Parent Agreement Fee. Both delay the process of them being determined eligible.

Solution: Create a truly online application & tracking system for training, child care, and other financial aid over $200 requests.

Details: Create a method to complete the Financial Aid application online, include an EEO statement in the online financial aid application for all to see and acknowledge. If they select 'Child Care,' drop down the parent agreement statements and allow electric acknowledgement. Give them the option to upload common documents (i.e. social security card, birth certificate, photo id, income, child support verification, etc.). Once an application is submitted, create an alert system for the nearest career office or career office or choice, to contact the customer for assessment; send the application to career office password-protected, or prompt career office to log in and retrieve it. It can be 'pending career office assessment.' Once the assessment is complete, CSC can see that the application is ready to be processed or identify missing documents. This would require us allowing electronic signature the way employers allow applicants to provide an electronic signature. It may also feature uploading capabilities for staff, in addition to scanning (to prevent the need to print faxed documents that contain PII).

Communication with customer: This online system will not replace discussions with customers regarding assessments, progress, customer service, etc. This online system would allow customers to check the status of their application by going online (whether by creating a user id & password or entering Personally Identifiable Information (PII) to confirm their identity). They may elect to receive update/action alerts. If they are missing a document, they may be alerted (could be in addition to a phone call/email from CSC) about missing document and have the option to upload the document (s) online (similar to Flexible Spending Account rejecting claims and requesting new receipts & HHSC's ability to now accept income or other documentation by online uploading).

Results: This will result in a more transparent application process, improve customer service by organizing the submission and tracking of all financial aid requests, more accountability by career offices and CSC to our customers, less frustration and confusion by customers regarding the status of their applications, reduce unnecessary return trips to a career office, fast method of document submission for customers comfortable with computers, and the ability to increase and streamline delivery of services – not to mention a cost-effective way to save paper, and alleviate the handling of high call volumes. It will also limit the documents that have customers' PII being printed in our career offices. More customers will be served, and more customers will be allowed to earn credentials and secure employment as a result of increased delivery of services and a focus on customer service.

Cost: Unknown   ***Submitted by:*** Jaime Campos, Manager at Workforce Solutions – Pasadena