

ECC Member Questions for Workforce Solutions Capital Area  
9/8/2021

1. Is there an ongoing mechanism to confidentially track family satisfaction with the Workforce Solutions processes? If so, can we review the data/information? If not, is this currently in future plans?
2. What mechanisms are in place to gather feedback on process issues (application process, client questions, general communications, etc.) from families?
3. What role can the City of Austin play in improving the family interaction with Workforce Solutions?
4. What mechanisms are in place to gather feedback on process issues (application process, client questions, general communications, etc.) from child care providers and community organizations working with families?
5. What mechanisms are in place or can be created to use feedback (from families, providers, and community organizations) to identify when challenges and concerns raised are not only impacting individual families, but are more widespread and systemic?
6. Does Workforce Solutions believe that systemic process change is needed to better serve families? If not, what would it take to create that felt need?
7. If there is agreement that systemic process change is needed, what are the plans to do so?
  - a. Who is involved in the design?
  - b. What funding is available?
  - c. What is the timing?
8. What is the easiest click path to access the online application, aside from someone sending a parent/client a direct link?
9. What training is required for intake staff who manage and process applications and support clients through this process? How is this training funded? Are City of Austin funds utilized for that at all, or could they be?
10. Are the parenting virtual series provided in Spanish?