

Agenda Item II: Open Forum During Work2Future Business Services Committee Meeting

Veronica Saldivar Bernal

Tue 8/10/2021 3:04 PM

To: Azevedo, Kathryn

[External Email]

Hello,

Will you please include the following:

"Obstacles Facing Client Enrollment into W2F

I wanted to make the board aware of the obstacles facing potential clients attempting to enroll in services provided by Work2Future.

Last week I scheduled an enrollment appointment with a Career Engagement Specialist through an online system. Before I could schedule the appointment, I was required to upload personal identifying information such as my social security card, birth certificate and CA ID, for example. My first appointment was scheduled for August 5th at 2:00pm. I received 3 email messages and a text message confirming the appointment. No one contacted me.

The same day I scheduled another appointment for the following day, the 6th at 10:00am. Again I didn't hear from anyone. When I called the 1101 number, I was able to reach a W2F representative. I stated I had an appointment with Cassandra at 10 and hadn't heard from her. Turns out the representative I was speaking to was Cassandra. She reviewed her system and saw that she was indeed scheduled to speak with me at 10. The purpose of the initial call was to make sure I had submitted all my documentation and to say a career coach would call me. That was it, a two minutes call. She offered to pass my information along to a supervisor.

Today I heard from a career coach; however, I no longer need to enroll with W2F. It took me 2 days (Aug 8 & 9) to enroll in NOVA. "

Thank you,

Veronica S.B.

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