

The Auburn Qtrac Experience

The Auburn office is made up of 36 people (ESD and Partners) and 32 users, 16 of which are super users. They provide the full array of services to their customers and have more traffic than any office in the state. Although they have not opened their office to walk-ins at this time, they are scheduling in-person appointments through Qtrac.

When interviewing some of the staff in the Auburn office, they shared that Qtrac has helped Auburn to efficiently schedule customers for services. It has also helped them plan the types of service to prioritize.

A team member explained their process:

“For the Auburn office, we have elected to establish 8 appointment types or “briefcases” which include the following options: Employment Services, Resource Room, Program Counselor (for WIOA partners), Quick Appointments, Veteran Services, UI Information, WorkFirst (for WorkFirst staff), and Business Services (for employers). Within these 8 “briefcases” we offer over 40 specific services (drop down boxes available when scheduling appointments) to benefit the customer’s needs. Providing specific services allows us to prepare and better service the customer upon their arrival to our office or when attending their virtual or phone appointments. Please note, the “briefcase” feature was already established within the system. However, making the decision to create the “briefcase” names and the specific services were determined by utilizing the tool and acknowledging it could be more efficient.”

The team has experimented with their configurations along the way. Many felt the initial training was a lot for a new user to consume and digest, and this feedback is leading to training adjustments. One team member reported, “I encouraged my colleagues to dive into the system and try it, like I dared to do.” That approach is working.

Overall, the group sees this tool as a great resource for WorkSource offices. The system is providing the needed data for the team to allocate their resources appropriately, sharing, “We are finding ourselves more correctly anticipating the needs of customers on a daily, hourly, and weekly basis.”

Although the feedback has been generally positive, this transition hasn’t been without its challenges. The Auburn office expressed the need to refine and customize the tool to fit their office and customer needs. This requires acknowledgment of a learning curve, “We are communicating as a team to enhance the functioning of the system to make it work for our office and we are learning every day.” The team expressed that this has been challenging at times but also a rewarding group effort! “We have been continually fine-tuning our usage, so that we and our customers have a clear understanding of what their service is for. This system allows us to coordinate the daily schedule with partners, our different programs, and to see the customer appointments ahead of time for all programs.”

Another challenge the team has experienced is the use of Qtrac for multiple appointments. Since staff can only assist one individual at a time through the system, some work arounds have been used. “We have been starting and ending service right away to get to the next customer. This won’t accurately reflect service timeframes.” Additionally, the fact that Qtrac doesn’t link with ETO and UTAB has caused some team members to forget to log needed ETO touch points, which they’ve had to go back and capture.

From a customer perspective, Qtrac has been an improvement. The office anticipated negative feedback during the initial launch, but more recently there have been very few customers that have shown frustration, sharing, “With COVID limitations in the office, we’ve encountered a few customers who are not happy about the new scheduling process and they require a little more patience from staff. However, once we get them scheduled and they show for their appointments they have been pleased.” The team agreed that customers are reacting to this scheduling change positively and the platform has been well received. The team will soon be tackling a plan to assist customers to schedule their own appointments. The Qtrac vendor, Lavi Industries is working closely with them to ensure that their design works for customers.

Additionally, customers with limited computer literacy are catching on. There have been many positive encounters with customers, and we wanted to share a few:

“I have seen them leave feeling hopeful and like they are on the right track to landing employment and more confident in their searches.”

“Each customer I have served has expressed their appreciation for the one-on-one appointments available. Especially after the effects of the pandemic, most have shared how they value an ‘in-person’ or ‘speaking to someone’ on the phone experience rather than in a group setting.”

“We have a regular customer who visits the office at least three times per week conducting his job searches, responding to his UI issues, and using the computer to build his resume. Each day prior to his departure, he stops by the front desk to schedule for his next in-person session with no problem.”

Overall, the Auburn office has taken this system by storm, learning this tool to better their and their customer’s experience, and making recommendations to Lavi Industries to improve their workflows. The team shared their experience with our vendor, stating, “Lavi has been GREAT at making FAST changes based on our feedback, and they have been in constant, daily communication with our office.” “Our ideas and suggested solutions to better the efficiency and effectiveness of Qtrac have been taken seriously and many have been executed for future users.” The integration of this tool can be used to lessen the stress and prioritization of incoming work, as our customer volumes increase throughout the reopening of the state and customer’s comfortability. The team reported that, “Qtrac gives us the flexibility needed, to adjust as needed.”

The Qtrac project team is continuing to adapt resources that best fit local and statewide needs, taking your feedback and requests into consideration. As a reminder, Qtrac resources can be found on [WPC](#).

Thank you, Auburn, for your feedback, insight, and integration of the Qtrac tool! Kudos to you!!

A special thanks to Albert Garza, Edward Cox, Emma Puharic, Amy Maxwell, Bryanna Rose and Felicia Johnson, for helping to share their office’s experience.

*Note: This information is being incorporated into new desk aids which will be available for all WorkSource offices [here](#).