

# Fresno Regional Workforce Investment Board

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Blake Konczal, Executive Director

## OPERATIONAL DIRECTIVE

**FRWIB OD # 09-14, Revision A**

**Date Released: October 7, 2014**

**To: All Fresno Regional Workforce Investment Board Providers of Services**

**From: Blake Konczal, Executive Director**

**Effective Date: October 1, 2014**

**Subject: Job Seeker Satisfaction Survey Process**

**Applicable Program: Adult, Dislocated Worker**

**Revision History: Initial Release**

This Operational Directive (OD) supersedes OD 15-05, Job Seeker Satisfaction Survey Process, released on May 6, 2005; obsoletes Form# QUA-033/033S, Core B Survey (and Spanish version), and updates all other survey and data collection forms.

Providers of Services are to implement this process upon release of this document.

Providers of Services are responsible for gathering the data, and reporting it on a monthly basis for all locations in their service area, to the Fresno Regional Workforce Investment Board's (FRWIB) Quality Unit.

For those service areas with multiple service locations, the surveys for all locations are to be consolidated and reported as one service area (Urban, Rural West, or Rural East).

The FRWIB Quality Unit will consolidate the data and display the consolidated figures in report format. The report will be reviewed at the appropriate Operations meeting on a regular basis.

The FRWIB Quality Unit will report quarterly results to the Adult Council and the FRWIB.

### Survey Tools

Universal Services Survey tool is used to gather information from persons who are visiting Workforce Connection to attend Orientation and/or use the resource room for self-directed job search. This Survey is to be available in an easily accessible location in the resource room, the reception desk, and part of the information package distributed after the Orientations. There is to be a receptacle to collect the completed surveys in the reception area or the resource room.

Pre-Exit Placement Survey tool is used to gather information from job seekers who have been placed into unsubsidized employment. The application number of the participant is to be written in the space provided at the bottom of the form. This Survey is to be given to the job seeker by the ERS, or any other designated provider staff member, after they are enrolled into the pre-exit placement activity

code, but before they are exited. The job seeker should be instructed to fill out the survey and drop it into the receptacle in the resource room or reception area. If the Job Seeker had successfully completed WIA funded training (skills training, on the job training, contracted education, etc), they are to complete the Training Related Placement Survey (see below). For any question marked “disagree”, the service provider management is to follow-up with the job seeker and ask for details and note them in the comments section; include the application number of the person being surveyed. If the provider has not received a completed survey from a job seeker at the time of exit, provider staff is to administer the survey just prior to exiting them. Provider staff are to make 3 attempts to get survey responses from each job seeker before exiting them from the program.

Training Related Pre-Exit Placement Survey tool is used to gather information from job seekers who have been placed into unsubsidized employment and completed a WIA funded training activity. The application number of the participant is to be written in the space provided at the bottom of the form. This Survey is to be given to the job seeker by the ERS, or any other designated provider staff member, after they are enrolled into the pre-exit placement activity code, but before they are exited. The job seeker should be instructed to fill out the survey and drop it into the receptacle in the resource room or reception area. For any question marked “disagree”, the service provider management is to follow-up with the job seeker and ask for details and note them in the comments section; include the application number of the person being surveyed. If the provider has not received a completed survey from a job seeker at the time of exit, provider staff is to administer the survey just prior to exiting them. Provider staff are to make 3 attempts to get survey responses from each job seeker before exiting them from the program.

### **Provider of Services Survey Reporting Process**

All completed surveys will be collected on a regular basis, as established by each One-Stop Contract Coordinator (OSCC).

Provider of services’ staff shall fill out the Job Seeker Satisfaction Monthly Region Reporting Template. Once completed it is to be sent to the FRWIB Quality Unit, via email to the FRWIB Quality Systems Manager. Do not scan the report. Send it in its original excel format.

Any surveys with suggestions and concerns in the comments section are to be scanned and sent with the monthly report. Hardcopies of the surveys and report are not to be sent to the FRWIB.

All reports and comments are due by the fifth working day of each month.

If you have any questions, please contact the FRWIB Quality Systems Manager.

### **Forms:**

[QUA-032](#), Universal Services Survey tool

[QUA-032S](#), Universal Services Survey tool – Spanish version

[QUA-034](#), Placement Survey tool

[QUA-034S](#), Placement Survey tool – Spanish version

[QUA-038](#), Training Related Placement Survey tool

[QUA-038S](#), Training Related Placement Survey tool – Spanish version

[QUA-035](#), Job Seeker Satisfaction Monthly Region Reporting Template