

# Fresno Regional Workforce Investment Board

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Blake Konczal, Executive Director

## OPERATIONAL DIRECTIVE

**FRWIB OD # 15-13, Revision B**

**Date Released: August 29, 2013**

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

**From: Blake Konczal, Executive Director**

**Effective Date: September 1, 2013**

**Subject: Youth Exit Survey**

**Applicable Program: Youth**

**Revision History: Initial Release - 7/26/13**

This Revision B adds direction for reporting the exit survey data to the Fresno Regional Workforce Investment Board (FRWIB), the reporting tool and references the Record Retention Process.

This OD references OD 10-12 Record Retention and Storage.

### Purpose

The 2013-2017 Five-Year Plan commits to receiving program performance feedback from participants in the All Youth One System program.

This feedback is to be reviewed and process improvements made to the All Youth One System, as needed, based on the trend data received.

### Data Collection Process

The mechanism to collect this information will be in the form of an Exit Survey (Form # [QUA-036](#)).

The survey will be given to each participant at the time they exit the program. The providers of services are to strive to ensure 100% participation in this survey process.

The preferred method of conducting the survey is to provide the form to the participant and ask them to fill it out before they leave. An alternative is to conduct a phone interview with the participant and note on the survey form that it was conducted by phone, the name of the person conducting the interview, and the date/time of the interview.

### Reporting Process

Provider staff will collect all individual surveys and summarize the data on the Monthly Youth Exit Survey Summary (form# [QUA-037](#)).

The completed form is to be scanned and sent via email to the FRWIB Quality Systems Manager by the 5<sup>th</sup> business day of the month.

In addition to the summary form, providers are required to also scan and send any individual surveys that have comments related to improvements or other suggestions or complaints, to the Quality Systems Manager.

FRWIB staff will review the results on a monthly basis with Service Providers and report it to the Youth Council and the FRWIB on a quarterly basis.

All individual surveys are to be maintained in accordance with OD 10-12, Record Retention and Storage.

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