

Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 15-13, Revision C

Date Released: March 4, 2021

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: March 4, 2021

Subject: Young Adult Exit Survey

Applicable Program: Young Adult

Revision History: Initial Release - 7/26/13; Rev B – 8/29/13

This Revision C updates the Exit Survey tool to reflect the current Young Adult Program and updates overall terminology to reflect the current processes.

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

Purpose

The Five-Year Plan commits to receiving program performance feedback from participants in the Young Adult program.

This feedback is to be reviewed and process improvements made to the Young Adult program, 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 FRWDB Quality Systems Manager by the 5th 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.

FRWDB staff will review the results on a monthly basis with Service Providers and report it to the Youth Council and the FRWDB 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 FRWDB Quality Systems Manager.

Forms:

QUA-036, Young Adult Exit Survey

QUA-037, Monthly Youth Exit Survey Summary