

# Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

## OPERATIONAL DIRECTIVE

**FRWDB OD # 09-14, Revision C**

**Date Released: October 25, 2023**

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

**From: Blake Konczal, Executive Director**

**Effective Date: November 1, 2023**

**Subject: Participant Satisfaction Survey Process**

**Applicable Program: Adult, Dislocated Worker**

**Revision History: Initial Release – 10/7/14, Rev B 4/20/22**

This Revision C updates the FRWDB single point of contact and process owner.

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 Development Board's (FRWDB) Operations Division.

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 FRWDB Monitoring Department will consolidate the data and display the consolidated figures in report format. The report will be reviewed with all providers of services at appropriate intervals.

The FRWDB Operations Division will report quarterly results to the Adult Council and the FRWDB.

### Survey Tools

Basic Career 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.

Placement Survey tool is used to gather information from Participants who have been placed into unsubsidized employment. The participant's State ID# is to be written in the space provided at the bottom of the form. This survey is to be given to the Participant by the ERS, or any other designated provider staff member, at the time the CalJOBS<sup>SM</sup> Exit/Closure form is completed. If completing the survey in person, Participant should be instructed to fill out the survey and drop it into the receptacle in the resource room or reception area. If completing the survey telephonically/electronically, surveys will be submitted to designated provider staff responsible for submission of the Participant Satisfaction Report. If the Participant had successfully completed WIOA 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 Participant and ask for details and note them in the comments section.

Training Related Placement Survey tool is used to gather information from Participants who have been placed into unsubsidized employment and completed a WIOA funded training activity. The Participant’s State ID# is to be written in the space provided at the bottom of the form. This survey is to be given to the Participant by the ERS, or any other designated provider staff member, at the time the CalJOBS<sup>SM</sup> Exit/Closure form is completed. If completing the survey in person Participant should be instructed to fill out the survey and drop it into the receptacle in the resource room or reception area. If completing the survey telephonically/electronically surveys will be submitted to designated provider staff responsible for submission of the Participant Satisfaction Report. For any question marked “disagree”, the service provider management is to follow-up with the Participant and ask for details and note them in the comments section.

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

All completed surveys will be collected on a regular basis.

Provider of services’ staff shall fill out the Participant Satisfaction Reporting Template. Once completed, it is to be sent to the FRWDB Operations Division Senior Deputy Director, via email. 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.

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

If you have any questions, please contact the FRWDB Operations Division Senior Deputy Director.

### **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, Participant Satisfaction Reporting Template