



JAMES K. HAHN
MAYOR

Date: SEP 30 2003

To: All Certified Full Service and Satellite WorkSource Centers

From: *Ann Giagni*
Ann Giagni, Director
Workforce Development Division

Subject: **Information Bulletin Number: Q4-26**
**UPDATE ON CONTINUOUS QUALITY IMPROVEMENT
TRAINING – LOCATIONS FOR OCTOBER AND NOVEMBER
TRAINING**

Data Analysis

Date: Tuesday, October 21, 2003
Time: 9 am – 12:30 pm
Location: Central City WorkSource Center
315 W. 9th Street, 3rd floor
Los Angeles, CA 90015
Phone: 213.629.5800

Designed for: Center CQI team members

Ongoing data collection, data analysis and trend analysis will be taught, including presentation of data so that it can be properly understood by the CQI Team and other staff.

Trainer: Lori Strumpf /other Strumpf Associates

Promising Practices Symposium: Benchmarking

Date: Thursday, November 20, 2003
Time: 1 pm – 4:30 pm
Location: Hollywood North WorkSource Center
6464 Sunset Blvd., #600
Los Angeles, CA 90028
Phone: 323.960.1300

Designed for: Center CQI team members

This will build on the overview training provided in 2001 and July 2002, and the training provided by Karen Trisko. Centers will be presenting on their experiences and promising practices around benchmarking. It is designed for benchmarking teams that are conducting a benchmarking study as part of their continuous quality improvement process.

Facilitator: Lori Strumpf



AUDIENCE: These seminars are not mandatory. They are being provided as a customer service to continue to build the system's capacity for quality based on the Quality Standards. Each is targeted to a specific audience as described above.

REGISTRATION: Space is limited. You will need to register with Sam Escoto at 213.473.6668 (sescoto@cdd.lacity.org). Registration is on a first come, first served basis. Please register at least five days prior to each training date. No walk-ins will be admitted on the day of the training. As a courtesy to your colleagues on the waiting list, we ask that you cancel your reservation at least 48 hours in advance of the training if your schedule changes and you find you will be unable to attend.

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