

# CITY OF LOS ANGELES

CALIFORNIA



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**DATE:** November 22, 2004

**TO:** All PY 04-05 WorkSource Centers

**FROM:** Manny Chavez, Acting Director  
Workforce Development System

**SUBJECT: INFORMATION BULLETIN NO: 05-18**  
**Notification of Employer Customer Satisfaction Surveys to be**  
**conducted in December 2004**

The Community Development Department has contracted with California State University Northridge (CSUN) to conduct Customer Satisfaction Surveys of employers by the end of December 2004. The information collected will be used to determine the Employer Customer Satisfaction portion of the six month evaluation for PY 04-05.

CSUN will be accessing the employer information via the Skills Match database. Therefore, we are requesting that all employer information be entered into SkillsMatch by Friday, December 3, 2004.

Random sample surveys will be conducted over the telephone by CSUN's subcontractor, FutureWork System. As a courtesy, please remind the employers you work with that such a survey will be taking place.

If you have any questions, you may contact Michael Abad, Project Coordinator, at CSUN at [Michael.abad@csun.edu](mailto:Michael.abad@csun.edu). Thank you for your attention to this matter.

MC: JO: IR

