

CITY OF LOS ANGELES

CALIFORNIA

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DATE: April 15, 2008

TO: LA's Workforce Development System

FROM: Jaime H. Pacheco-Orozco, Acting Director
Workforce Development Division 

SUBJECT: **WIA INFORMATION BULLETIN NO. 08-26
NOTIFICATION OF EMPLOYER CUSTOMER SATISFACTION
SURVEYS TO BE CONDUCTED IN MAY 2008**

EFFECTIVE DATE

This bulletin is effective upon date of issue.

PURPOSE

The purpose of this bulletin is to remind WorkSource Center contractors to ensure all employer contact and service/referral information in Skills Match is up-to-date and accurate. OneSource contractors are reminded to prepare and submit contact lists for their employer contacts.

UPDATE

Employer customers will be randomly surveyed by telephone during the month of May. The information collected will be used to determine the Employer Customer Satisfaction portion of the annual performance evaluation (SOFA2).

Employer contact information will be submitted to California State University, Northridge during the first week of May; therefore all contact information must be updated, and for OneSource contractors submitted to Laura Cantu, by April 30, 2008.

Contractors are encouraged to follow-up with their employer customers to verify contact information and to remind employers that a telephone survey may be forthcoming.

WDD CONTACT

If you have any questions regarding this bulletin, please contact your program analyst or Terry Jay at (213) 744-7166 or TTY (213) 744-9395 or Terry.Jay@lacity.org.

JPH:TJ