



JAMES K. HAHN
MAYOR

Date: **MAY 17 2002**

To: All WIA Funded Contractors

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

Subject: **WIA DIRECTIVE NO. 02-58**
WIA EMPLOYER CUSTOMER SATISFACTION PERFORMANCE
MEASURE

The purpose of this directive is to inform all WIA funded contractors that the State is not meeting the WIA employer customer satisfaction performance requirement. The State has advised us that failure to meet this measure will mean that the City of Los Angeles will not be eligible to receive incentive dollars.

In order for us to increase the likelihood of meeting this performance requirement, we are asking all WIA contractors to identify at least five (5) employers/businesses to whom substantial services were provided. A substantial service is defined as a service that is provided directly to the employer in person or through another direct communication medium (e-mail, telephone) that involves more than just the exchange of information. **This definition excludes those employers who request a brochure or standard mailing, those who ask a question that is answered with little expenditure of staff time, or those who use electronic self-services.**

Attached is a form to use to capture the pertinent employer information. **In order to meet the State imposed deadline for information, your agency must submit a response to the MIS Section no later than May 31, 2002.**

Thank you for your prompt attention to this matter. If you have any questions regarding this directive, please contact your assigned MIS Analyst at (213) 485-5723.

AG:RL:MC:VV:SL

Attachment

