

Rapid Response Contact Report

04/01/09- 10/31/09

	April 09	May09	June09	July09	Aug09	Sept09	Oct09	YTD
Number of Businesses								
San Jose	15	5	9	9	8	4	4	54
Other cities	2	3	3	1	1	0	1	11
Total	17	8	12	10	7	4	5	65

								YTD
Number of layoffs								
San Jose	994	328	709	1032	840	67	76	4046
Other Cities	5	157	42	93	12	0	4	313
Total	999	485	751	1125	852	67	80	4359

Current month (Oct) - * 1 WARNs received in October

*Lockheed Martin	36
KLA	17
Game Crazy	15
Blockbuster	8
Samsonite	4

Total expected layoffs 80

Number of contacted businesses laying off 5

Customer Satisfaction Performance Dashboard

Monthly Summary – June 2009

Report Date: July 22, 2009

Introduction: This report provides a summary of **key performance indicators (KPI's)** from the weekly Comment Card and the customer satisfaction measures from the Integration Performance Measures. The comment card report's key indicators provide lead indicators that help to understand the future performance of key processes. There are five key indicators out of the eight questions on the comment card. Two of these are also part of the integration performance measures. There are nine integration performance measures, four of which relate to customer satisfaction and two of the four overlap with the comment card key indicators.

Lag, Current and Lead: This report is made up of lag and lead key performance indicators (KPI's). Financial results, such as last quarter's revenue, are typically lagged by 2+ months. Annual results, especially fiscal year results, can be much more delayed. With such lags the problem arises as to what action might be appropriate to alter the direction of the organization's performance when the KPIs are measuring results in the past.

A correction may be inappropriate when the current performance has already significantly altered from that measured some time ago and may result in overcorrection. Lag indicators should rarely be considered as a KPI as the benefit of KPI is to adjust processes and behavior to get better performance.

KPIs of the leading type are predictive of desired results at the next higher level. An example of such a leading indicator for market share is customer satisfaction with the organization's products and service. The primary difficulty with leading KPIs is to be sure that they are strongly correlated with the required corporate goals; modeling and understanding of key business drivers is necessary.

Summary Period: July 2009

Report Dates: June 1 – 7, June 8-15, June 15 –20, June 21-28, and June 29 – July 5, 2009

Total Number of Responses: 167

Volume as of June 30, 2009:

- Number of new customers completing initial assessment and coaching:
 - 711 for the month of June
 - 7,778 year to date
 - Anticipated goal 15,000 – projected 10,000
- Number of services core, intensive, training, misc. provided to customers:
 - 8,268 for the month of June
 - 61,316 year to date

Customer Satisfaction Performance Dashboard Monthly Summary – June 2009

Conclusions and Analysis:

- The ranges from one week to the next in the agreement categories have decreased. This may indicate more consistency in the delivery system.
- The area with the highest disagreement continues to be wait time (customers disagreeing that they wait less than 10 minutes) for service. Commenters note waiting anywhere from 30 minutes to over an hour.
- The number of comment cards ranged this month from a low of 14 to a high of 48. There should be more focus from staff to consistently remind customers to fill out the card.
- It is concerning that two of the lead indicators, Q2 and Q8, dissatisfied some customers each week at a fairly consistent level.

Summary of Trends in Comments (shows up more than once across weeks):

- Staff was identified as being helpful, professional, polite, knowledgeable, and respectful.
- Staff was identified as needing to be more compassionate and more respectful.
- Wait time in using the EDD phones and wait time for coaches is a consistent dissatisfier
- Coaches do not have enough experience in the field/high enough level of skill to help professionals (note: this relates to the findings in the jobseeker mystery shopper report identifying that the 'more sophisticated customer' is not as satisfied with services as those that are less so.)
- Customers having difficulty downloading the information emailed to them from us.
- Suggestions for improvements, including:
 - Schedule appointments to reduce wait time for a Talent Coach

Key Indicator Highlights¹:

Q1 – I was greeted promptly upon arrival.

Q2 – I wait less than 10 minutes for services.

Q3 – The staff treated me with respect.

Q4 – The staff was helpful to me.

Q5 – The information provide was useful in job search.

Q6 – The services or resources I used today were of quality

Q7 – I would recommend center to friend/colleague

Q8 – Overall satisfaction

Trends over the Period (across the month):

- Q2 ranged from a low of 59.4% to 85.7% either strongly agreeing or agreeing that they waited less than 10 minutes for services.
- **Q5** had a range of 74.4% (combined strongly agree and agree) to 92.8% agreeing that the information was useful in job search.
- Q6 had a range of 74.3% agreeing and strongly agreeing that services were of quality to 85.7% agreeing that services were of quality.

¹ Bold highlights the key lead indicators from the comment card questions and red highlights the common lead measures from both the comment card and the Integration Performance Measures.

Customer Satisfaction Performance Dashboard
Monthly Summary – June 2009

- **Q7** had a range of 76.9% to 86.4% agreeing they would recommend the center to a friend.
- **Q8** had a range of 74.4% in one week to 85.7% in another either strongly agreeing or agreeing that overall they were satisfied.

**Customer Satisfaction Performance Dashboard
Monthly Summary – June 2009**

Indicators - MEASUREMENTS FOR THE INTEGRATION PILOT - June 2009

	Measure	Indicators for Measure	Standard	Actual Standard as of December 30, 2008
5	The right candidate is referred to the right job	Employers report that they found the right candidate through referrals from the center	Employers report that there is a match 85% of the time by rating 'agree' or 'strongly agree' on comment card Q5	As of June 30, 2009 there were 0 responses to the BOS customer comment card. There was not a data collection method in place to collect this information
6	Number of customers reporting that the service received was accurate based on the identified needs	Customers rate the ability of the team to match them to the right service (i.e., the service produced the results that they expected)	Customers rate accuracy consistently at 'agree' or 'strongly agree' 85% of the time.	Evaluations were developed and deployed specifically regarding performance of the instructor conducting the workshop. The data collected does not match the indicator for this measure. The CQI team will be revising the evaluations for the workshops and other surveys to capture the appropriate data.
7	Number of Individuals customers reporting that the service received was of quality	Customers rate the service(s) received as being of quality	Customers rate quality consistently at 'agree' or 'strongly agree' during the course of the pilot 100% of the time. (Comment Card Q 6)	Based on Question number 6 on the comment card: The services or resources I used today were of quality. From June 1 thru July 5, 2009 there have been 167 responses. Over the 5 weeks that make up the June report, the average for strongly agree and agree: Strongly agree: 69.2% Agree: 37.9% We have not yet met the standard of agreement 100% of the time.

**Customer Satisfaction Performance Dashboard
Monthly Summary – June 2009**

8	Time waited for staff assistance that meets client expectations	Customers report wait time	Customers consistently report that their wait time was less than 10 minutes during the course of the pilot 100% of the time. (Comment Card Q2)	<p>Based on Question number 2 on the comment card: I waited less than 10 minutes for services. From June 1 thru July 5, 2009 there have been 167 responses. Over the 5 weeks that make up the June report, the average for strongly agree and agree:</p> <p>Strongly agree: 66.7% Agree: 29.7%</p> <p>We have not yet met the standard of agreement 100% of the time.</p>
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**Customer Satisfaction Performance Dashboard
Monthly Summary – June 2009**

Local Measures submitted to State as part of Pilot Plan	
<p>Increase in the number who participate in a “skill building activity”</p>	<p>The 1st year work2future will establish a baseline. The baseline for the number of skill building activities completed by customers are as follows:</p> <p>Workshop Participation – 38,002 Comprehensive Assessments – 17,420 ETPL Training – 164 Online Training - 250</p> <p>Total - 55,836</p> <p>2nd year work2future will see a 20% increase in activities and a 30% increase in the 3rd year.</p>
<p>Satisfactory level of reported team work within each of the clients focused teams</p>	<p>1st year – staff will use a “Pilot Feedback Form” to capture information for improved services, which will establish a baseline</p> <p>Data collection covers July 1, 2008 thru December 31, 2008 of the program year. Team members reported that the teams are working well and feel part of the team. An 80% satisfaction rate was achieved.</p> <p>2nd year need for improved services will decrease by 20%, 3rd year need for improved services will decrease by 40%.</p> <p>Baseline information is still being collected</p>

**Customer Satisfaction Performance Dashboard
Monthly Summary – June 2009**

<p>The length of time a client is enrolled in the program.</p>	<p>The 1st year work2future baseline is as follows:</p> <table border="1" data-bbox="822 293 1263 923"> <thead> <tr> <th>Month/Year</th> <th>Enrolled</th> <th>Exits</th> </tr> </thead> <tbody> <tr><td>07/2008</td><td>975</td><td>390</td></tr> <tr><td>08/2008</td><td>682</td><td>518</td></tr> <tr><td>09/2008</td><td>651</td><td>371</td></tr> <tr><td>10/2008</td><td>599</td><td>485</td></tr> <tr><td>11/2008</td><td>608</td><td>499</td></tr> <tr><td>12/2008</td><td>491</td><td>530</td></tr> <tr><td>01/2009</td><td>667</td><td>415</td></tr> <tr><td>02/2009</td><td>585</td><td>419</td></tr> <tr><td>03/2009</td><td>593</td><td>494</td></tr> <tr><td>04/2009</td><td>634</td><td></td></tr> <tr><td>05/2009</td><td>589</td><td></td></tr> <tr><td>06/2009</td><td>715</td><td></td></tr> <tr> <td>TOTAL</td> <td>7,789</td> <td>4,121</td> </tr> </tbody> </table> <p>The 2nd year would see an additional 20% decrease in length of enrollment time, notwithstanding those who are in long term training and by the 3rd year a client can be expected to complete the program in as little as six months.</p>	Month/Year	Enrolled	Exits	07/2008	975	390	08/2008	682	518	09/2008	651	371	10/2008	599	485	11/2008	608	499	12/2008	491	530	01/2009	667	415	02/2009	585	419	03/2009	593	494	04/2009	634		05/2009	589		06/2009	715		TOTAL	7,789	4,121
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<p>The integrated data collection system meets the needs of both WIA & EDD</p>	
<p>Met performance standards during the pilot as compared to the period prior to the pilot</p>	<p>For this program year the performance standards were:</p> <p>PY 08/09 4/6</p> <p>Of the six indicated above work2future anticipates the following performance benchmarks:</p> <p>PY 09/10 3/6 PY 10/11 5/6 PY 11/12 6/6 Current measures not reflective of New Integration Model</p>

Customer Satisfaction Performance Dashboard

Monthly Summary – July 2009

Report Date: August 7, 2009

Introduction: This report provides a summary of **key performance indicators (KPI's)** from the weekly Comment Card and the customer satisfaction measures from the Integration Performance Measures. The comment card report's key indicators provide lead indicators that help to understand the future performance of key processes. There are five key indicators out of the eight questions on the comment card. Two of these are also part of the integration performance measures. There are nine integration performance measures, four of which relate to customer satisfaction and two of the four overlap with the comment card key indicators.

Lag, Current and Lead: This report is made up of lag and lead key performance indicators (KPI's). Financial results, such as last quarter's revenue, are typically lagged by 2+ months. Annual results, especially fiscal year results, can be much more delayed. With such lags the problem arises as to what action might be appropriate to alter the direction of the organization's performance when the KPIs are measuring results in the past.

A correction may be inappropriate when the current performance has already significantly altered from that measured some time ago and may result in overcorrection. Lag indicators should rarely be considered as a KPI as the benefit of KPI is to adjust processes and behavior to get better performance.

KPIs of the leading type are predictive of desired results at the next higher level. An example of such a leading indicator for market share is customer satisfaction with the organization's products and service. The primary difficulty with leading KPIs is to be sure that they are strongly correlated with the required corporate goals; modeling and understanding of key business drivers is necessary.

Summary Period: July 2009

Report Dates: July 6-12, July 13-19, July 20-26, and July 27- August 2, 2009

Total Number of Responses: 163

Volume as of July 31, 2009:

- Number of new customers completing initial assessment and coaching:
 - 659 for the month of July
 - 787 year to date
 - No information on the new program year goal
- Number of services core, intensive, training, misc. provided to customers:
 - 2,921 for the month of July
 - 4,003 year to date
 - No information on the new program year goal

Customer Satisfaction Performance Dashboard Monthly Summary – July 2009

Conclusions and Analysis:

- The area with the highest disagreement continues to be wait time (customers disagreeing that they wait less than 10 minutes) for service. Commenters note waiting anywhere from 30 minutes to over an hour.
- The number of comment cards ranged this month from a low of 19 to a high of 57. There should be more focus from staff to consistently remind customers to fill out the card.
- It is concerning that two of the lead indicators, Q2 and Q8, dissatisfied some customers each week at a fairly consistent level.
- The numbers of individuals reporting the service received was of quality strongly agreed and agree has decreased.

Summary of Trends in Comments (shows up more than once across weeks):

- Staff was identified as being helpful, professional, polite, knowledgeable, and respectful.
- Staff was identified as needing to be more compassionate and more respectful.
- Wait time in using the EDD phones and wait time for coaches is a consistent dissatisfier
- Coaches do not have enough experience in the field/high enough level of skill to help professionals (note: this relates to the findings in the jobseeker mystery shopper report identifying that the 'more sophisticated customer' is not as satisfied with services as those that are less so.)
- Workshop schedules are not available at all sites at the same time.
- Customers having difficulty downloading the information emailed to them from us
- Suggestions for improvements, including:
 - Schedule appointments to reduce wait time for a Talent Coach
 - Monthly schedule of activities posted or emailed.
 - Be able to store resumes on a disk or USB.
 - More information regarding services.

Key Indicator Highlights¹:

Q1 – I was greeted promptly upon arrival.

Q2 – I wait less than 10 minutes for services.

Q3 – The staff treated me with respect.

Q4 – The staff was helpful to me.

Q5 – The information provide was useful in job search.

Q6 – The services or resources I used today were of quality

Q7 – I would recommend center to friend/colleague

Q8 – Overall satisfaction

¹ Bold highlights the key lead indicators from the comment card questions and red highlights the common lead measures from both the comment card and the Integration Performance Measures.

Customer Satisfaction Performance Dashboard
Monthly Summary – July 2009

Trends over the Period (across the month):

- Q2 ranged from a low of 63.2% to 75% either strongly agreeing or agreeing that they waited less than 10 minutes for services.
- Q5 had a range of 75.5% (combined strongly agree and agree) to 89.30% agreeing that the information was useful in job search.
- Q6 had a range of 77.4% agreeing and strongly agreeing that services were of quality to 83.90% agreeing that services were of quality.
- Q7 had a range of 77.20% to 83.90% agreeing they would recommend the center to a friend.
- Q8 had a range of 77.20% in one week to 89.5% in another either strongly agreeing or agreeing that overall they were satisfied.

**Customer Satisfaction Performance Dashboard
Monthly Summary – July 2009**

Indicators - MEASUREMENTS FOR THE INTEGRATION PILOT - August 2009

	Measure	Indicators for Measure	Standard	Actual Standard as of December 30, 2008
5	The right candidate is referred to the right job	Employers report that they found the right candidate through referrals from the center	Employers report that there is a match 85% of the time by rating 'agree' or 'strongly agree' on comment card Q5	As of June 30, 2009 there were 0 responses to the BOS customer comment card. There was not a data collection method in place to collect this information
6	Number of customers reporting that the service received was accurate based on the identified needs	Customers rate the ability of the team to match them to the right service (i.e., the service produced the results that they expected)	Customers rate accuracy consistently at 'agree' or 'strongly agree' 85% of the time.	Evaluations were developed and deployed specifically regarding performance of the instructor conducting the workshop. The data collected does not match the indicator for this measure. The CQI team will be revising the evaluations for the workshops and other surveys to capture the appropriate data.
7	Number of Individuals customers reporting that the service received was of quality	Customers rate the service(s) received as being of quality	Customers rate quality consistently at 'agree' or 'strongly agree' during the course of the pilot 100% of the time. (Comment Card Q 6)	Based on Question number 6 on the comment card: The services or resources I used today were of quality. From July 6 thru August 2, 2009 there have been 163 responses. Over the 4 weeks that make up the July report, the average for strongly agree and agree: Strongly agree: 49% Agree: 30.83% We have not yet met the standard of agreement 100% of the time.

**Customer Satisfaction Performance Dashboard
Monthly Summary – July 2009**

8	Time waited for staff assistance that meets client expectations	Customers report wait time	Customers consistently report that their wait time was less than 10 minutes during the course of the pilot 100% of the time. (Comment Card Q2)	<p>Based on Question number 2 on the comment card: I waited less than 10 minutes for services. From July 6, thru August 2, 2009 there have been 163 responses. Over the 5 weeks that make up the July report, the average for strongly agree and agree:</p> <p>Strongly agree: 45.48% Agree: 24.45%</p> <p>We have not yet met the standard of agreement 100% of the time.</p>
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**Customer Satisfaction Performance Dashboard
Monthly Summary – July 2009**

Local Measures submitted to State as part of Pilot Plan	
<p>Increase in the number who participate in a “skill building activity”</p>	<p>The 1st year work2future will establish a baseline. The baseline for the number of skill building activities completed by customers are as follows:</p> <p>Workshop Participation – 38,002 Comprehensive Assessments – 17,420 ETPL Training – 164 Online Training - 250</p> <p>Total - 55,836</p> <p>2nd year work2future will see a 20% increase in activities and a 30% increase in the 3rd year.</p>
<p>Satisfactory level of reported team work within each of the clients focused teams</p>	<p>1st year – staff will use a “Pilot Feedback Form” to capture information for improved services, which will establish a baseline</p> <p>Data collection covers July 1, 2008 thru December 31, 2008 of the program year. Team members reported that the teams are working well and feel part of the team. An 80% satisfaction rate was achieved.</p> <p>2nd year need for improved services will decrease by 20%, 3rd year need for improved services will decrease by 40%.</p> <p>Baseline information is still being collected</p>

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Monthly Summary – July 2009**

<p>The length of time a client is enrolled in the program.</p>	<p>The 1st year work2future baseline is as follows:</p> <table border="1" data-bbox="827 293 1268 921"> <thead> <tr> <th>Month/Year</th> <th>Enrolled</th> <th>Exits</th> </tr> </thead> <tbody> <tr><td>07/2008</td><td>975</td><td>390</td></tr> <tr><td>08/2008</td><td>682</td><td>518</td></tr> <tr><td>09/2008</td><td>651</td><td>371</td></tr> <tr><td>10/2008</td><td>599</td><td>485</td></tr> <tr><td>11/2008</td><td>608</td><td>499</td></tr> <tr><td>12/2008</td><td>491</td><td>530</td></tr> <tr><td>01/2009</td><td>667</td><td>415</td></tr> <tr><td>02/2009</td><td>585</td><td>419</td></tr> <tr><td>03/2009</td><td>593</td><td>494</td></tr> <tr><td>04/2009</td><td>634</td><td></td></tr> <tr><td>05/2009</td><td>589</td><td></td></tr> <tr><td>06/2009</td><td>715</td><td></td></tr> <tr> <td>TOTAL</td> <td>7,789</td> <td>4,121</td> </tr> </tbody> </table> <p>The 2nd year would see an additional 20% decrease in length of enrollment time, notwithstanding those who are in long term training and by the 3rd year a client can be expected to complete the program in as little as six months.</p>	Month/Year	Enrolled	Exits	07/2008	975	390	08/2008	682	518	09/2008	651	371	10/2008	599	485	11/2008	608	499	12/2008	491	530	01/2009	667	415	02/2009	585	419	03/2009	593	494	04/2009	634		05/2009	589		06/2009	715		TOTAL	7,789	4,121
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<p>The integrated data collection system meets the needs of both WIA & EDD</p>	
<p>Met performance standards during the pilot as compared to the period prior to the pilot</p>	<p>For this program year the performance standards were:</p> <p>PY 08/09 4/6</p> <p>Of the six indicated above work2future anticipates the following performance benchmarks:</p> <p>PY 09/10 3/6 PY 10/11 5/6 PY 11/12 6/6 Current measures not reflective of New Integration Model</p>

Customer Satisfaction Performance Dashboard

Monthly Summary – August 2009

Report Date: September 18, 2009

Introduction: This report provides a summary of key performance indicators (KPI's) from the weekly Comment Card and the customer satisfaction measures from the Integration Performance Measures. The comment card report's key indicators provide lead indicators that help to understand the future performance of key processes. There are five key indicators out of the eight questions on the comment card. Two of these are also part of the integration performance measures. There are nine integration performance measures, four of which relate to customer satisfaction and two of the four overlap with the comment card key indicators.

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Summary Period: August 2009

Report Dates: August 3-9, August 10-16, August 24- September 4, 2009

Total Number of Responses: 169

Volume as of September 4, 2009:

- Number of new customers completing initial assessment and coaching:
 - 687 for the month of August
 - 1605 year to date
 - No information on the new program year goal
- Number of services core, intensive, training, misc. provided to customers:
 - 4537 for the month of August
 - 10,705 year to date
 - No information on the new program year goal

Customer Satisfaction Performance Dashboard

Monthly Summary – August 2009

Conclusions and Analysis:

- The area with the highest disagreement continues to be wait time (customers disagreeing that they wait less than 10 minutes) for service. Commenters note waiting anywhere from 30 minutes to two hours. More coaches are trained and in place; this will hopefully improve customer satisfaction and decrease wait times.
- San Jose had twice the number of comment cards completed by respondents as Campbell and Gilroy. There should be more focus from staff to consistently remind customers to fill out the card.
- It is concerning that two of the lead indicators, Q5 and Q8, dissatisfied some customers each week at a fairly consistent level.
- Customers are reporting dissatisfaction with information available in the One Stop centers including the information on job postings, community resources, and workshop information.
- The availability of workshops and the method to access the schedule and the sign up procedure is difficult. Customers request alternate methods to sign up other than in person.
- Customers are unclear about the method used to obtain services and suggested that we hand out a flowchart to visually represent the process of our integrated service model.

Summary of Trends in Comments (shows up more than once across weeks):

- Staff was identified as being helpful, professional, polite, knowledgeable, and respectful.
- Front desk was identified as needing to be more professional and courteous.
- Additional staff needed in the computer areas to assist customers.
- Workshop schedules should be published earlier.
- Staff name badges worn properly
- Suggestions for improvements included:
 - Front desk needs to give clearer instructions on the next step for customers.
 - Customers would like appointments for Talent Coaches to reduce wait time
 - Monthly schedule of activities should be posted or emailed regularly.
 - Customers should be able to store resumes on a disk or USB.
 - More information regarding services should be provided.
 - Customers would like a computer area designated for taking online courses
 - Provide a lunch area for customers who attend all day classes
 - Computer lab should be loaded with helpful software such as Mavis Beacon Typing and other tutorials.

Customer Satisfaction Performance Dashboard
Monthly Summary – August 2009

Key Indicator Highlights¹:

Q1 – I was greeted promptly upon arrival.

Q2 – I wait less than 10 minutes for services.

Q3 – The staff treated me with respect.

Q4 – The staff was helpful to me.

Q5 – The information provide was useful in job search.

Q6 – The services or resources I used today were of quality

Q7 – I would recommend center to friend/colleague

Q8 – Overall satisfaction

Trends over the Period (across the month):

- Q2 ranged from a low of 65% to 70.6% either strongly agreeing or agreeing that they waited less than 10 minutes for services.
- Q5 had a range of 81.8% (combined strongly agree and agree) to 94.1% agreeing that the information was useful in job search.
- Q6 had a range of 77.4% agreeing and strongly agreeing that services were of quality to 94% agreeing that services were of quality.
- Q7 had a range of 83.90% to 94% agreeing they would recommend the center to a friend.
- Q8 had a range of 72% in one week to 91.2% in another either strongly agreeing or agreeing that overall they were satisfied.

¹ Bold highlights the key lead indicators from the comment card questions and red highlights the common lead measures from both the comment card and the Integration Performance Measures.

**Customer Satisfaction Performance Dashboard
Monthly Summary – August 2009**

Indicators - MEASUREMENTS FOR THE INTEGRATION PILOT - August 2009

	Measure	Indicators for Measure	Standard	Actual Standard as of December 30, 2008
5	The right candidate is referred to the right job	Employers report that they found the right candidate through referrals from the center	Employers report that there is a match 85% of the time by rating 'agree' or 'strongly agree' on comment card Q5	As of June 30, 2009 there were 0 responses to the BOS customer comment card. There was not a data collection method in place to collect this information
6	Number of customers reporting that the service received was accurate based on the identified needs	Customers rate the ability of the team to match them to the right service (i.e., the service produced the results that they expected)	Customers rate accuracy consistently at 'agree' or 'strongly agree' 85% of the time.	Evaluations were developed and deployed specifically regarding performance of the instructor conducting the workshop. The data collected does not match the indicator for this measure. The CQI team will be revising the evaluations for the workshops and other surveys to capture the appropriate data.
7	Number of Individuals customers reporting that the service received was of quality	Customers rate the service(s) received as being of quality	Customers rate quality consistently at 'agree' or 'strongly agree' during the course of the pilot 100% of the time. (Comment Card Q 6)	Based on Question number 6 on the comment card: The services or resources I used today were of quality. From August 3 thru September 4, 2009 there have been 169 responses. Over the 4 weeks that make up the August report, the average for strongly agree and agree: Strongly agree: 58.53% Agree: 27.28% We have not yet met the standard of agreement 100% of the time.

**Customer Satisfaction Performance Dashboard
Monthly Summary – August 2009**

8	Time waited for staff assistance that meets client expectations	Customers report wait time	Customers consistently report that their wait time was less than 10 minutes during the course of the pilot 100% of the time. (Comment Card Q2)	<p>Based on Question number 2 on the comment card: I waited less than 10 minutes for services. From August 3, thru September 4, 2009 there have been 169 responses.</p> <p>Over the 5 weeks that make up the August report, the average for strongly agree and agree:</p> <p>Strongly agree: 43.48% Agree: 25.73%</p> <p>We have not yet met the standard of agreement 100% of the time.</p>
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**Customer Satisfaction Performance Dashboard
Monthly Summary – August 2009**

Local Measures submitted to State as part of Pilot Plan	
<p>Increase in the number who participate in a “skill building activity”</p>	<p>The 1st year work2future will establish a baseline. The baseline for the number of skill building activities completed by customers are as follows:</p> <p>Workshop Participation – 38,002 Comprehensive Assessments – 17,420 ETPL Training – 164 Online Training - 250</p> <p>Total - 55,836</p> <p>2nd year work2future will see a 20% increase in activities and a 30% increase in the 3rd year.</p>
<p>Satisfactory level of reported team work within each of the clients focused teams</p>	<p>1st year – staff will use a “Pilot Feedback Form” to capture information for improved services, which will establish a baseline</p> <p>An 80% satisfaction rate was achieved.</p> <p>2nd year need for improved services will decrease by 20%, 3rd year need for improved services will decrease by 40%.</p> <p>Baseline information is still being collected</p>

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Monthly Summary – August 2009**

<p>The length of time a client is enrolled in the program.</p>	<p>The 1st year work2future baseline is as follows:</p> <table border="1" data-bbox="822 300 1262 927"> <thead> <tr> <th>Month/Year</th> <th>Enrolled</th> <th>Exits</th> </tr> </thead> <tbody> <tr><td>07/2008</td><td>975</td><td>390</td></tr> <tr><td>08/2008</td><td>682</td><td>518</td></tr> <tr><td>09/2008</td><td>651</td><td>371</td></tr> <tr><td>10/2008</td><td>599</td><td>485</td></tr> <tr><td>11/2008</td><td>608</td><td>499</td></tr> <tr><td>12/2008</td><td>491</td><td>530</td></tr> <tr><td>01/2009</td><td>667</td><td>415</td></tr> <tr><td>02/2009</td><td>585</td><td>419</td></tr> <tr><td>03/2009</td><td>593</td><td>494</td></tr> <tr><td>04/2009</td><td>634</td><td></td></tr> <tr><td>05/2009</td><td>589</td><td></td></tr> <tr><td>06/2009</td><td>715</td><td></td></tr> <tr> <td>TOTAL</td> <td>7,789</td> <td>4,121</td> </tr> </tbody> </table> <p>The 2nd year would see an additional 20% decrease in length of enrollment time, notwithstanding those who are in long term training and by the 3rd year a client can be expected to complete the program in as little as six months.</p>	Month/Year	Enrolled	Exits	07/2008	975	390	08/2008	682	518	09/2008	651	371	10/2008	599	485	11/2008	608	499	12/2008	491	530	01/2009	667	415	02/2009	585	419	03/2009	593	494	04/2009	634		05/2009	589		06/2009	715		TOTAL	7,789	4,121
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Customer Satisfaction Performance Dashboard

Monthly Summary – September 2009

Report Date: October 9, 2009

Introduction: This report provides a summary of **key performance indicators (KPI's)** from the weekly Comment Card and the customer satisfaction measures from the Integration Performance Measures. The comment card report's key indicators provide lead indicators that help to understand the future performance of key processes. There are five key indicators out of the eight questions on the comment card. Two of these are also part of the integration performance measures. There are nine integration performance measures, four of which relate to customer satisfaction and two of the four overlap with the comment card key indicators.

Lag, Current and Lead: This report is made up of lag and lead key performance indicators (KPI's). Financial results, such as last quarter's revenue, are typically lagged by 2+ months. Annual results, especially fiscal year results, can be much more delayed. With such lags the problem arises as to what action might be appropriate to alter the direction of the organization's performance when the KPIs are measuring results in the past.

A correction may be inappropriate when the current performance has already significantly altered from that measured some time ago and may result in overcorrection. Lag indicators should rarely be considered as a KPI as the benefit of KPI is to adjust processes and behavior to get better performance.

KPIs of the leading type are predictive of desired results at the next higher level. An example of such a leading indicator for market share is customer satisfaction with the organization's products and service. The primary difficulty with leading KPIs is to be sure that they are strongly correlated with the required corporate goals; modeling and understanding of key business drivers is necessary.

Summary Period: September 2009

Report Dates: September 7–13, September 14-20, September 21-27, and September 28-October 4th.

Total Number of Responses: 193

Volume as of October 4, 2009:

- Number of new customers completing initial assessment and coaching:
 - 659 for the month of September
 - 2,012 year to date
 - No information on the new program year goal
- Number of services core, intensive, training, misc. provided to customers:
 - 5,921 for the month of September
 - 15,587 year to date
 - No information on the new program year goal

Customer Satisfaction Performance Dashboard Monthly Summary – September 2009

Conclusions and Analysis:

- The area with the highest disagreement continues to be wait time (customers disagreeing that they wait less than 10 minutes) for service. Commenters note waiting anywhere from 30 minutes to two hours. The CQI Team is exploring strategies to reduce wait time.
- The number of comment cards completed remains low. There should be more focus from staff to consistently remind customers to fill out the card. The CQI Team is implementing pop up comment cards on computers with customer access.
- It is concerning that three of the lead indicators, Q2, Q5 and Q8, dissatisfied some customers each week at a fairly consistent level.
- Customers are reporting dissatisfaction with information available in the One Stop centers including the information on job postings, community resources, and workshop information.
- The availability of workshops and the method to access the schedule and the sign up procedure is difficult. Customers request alternate methods to sign up other than in person.

Summary of Trends in Comments (shows up more than once across weeks):

- Staff was identified as being helpful, professional, polite, knowledgeable, and respectful.
- Front desk staff was identified as needing to be more professional and courteous.
- Coaching time with customers should be limited when the wait time is longer than one hour.
- Suggestions for improvements included:
 - Staff should be able to provide clearer instructions on the next step for customers.
 - Monthly schedule of activities should be posted or emailed regularly.
 - Workshop schedules should be published earlier.
 - More information regarding services should be provided.
 - More workshops available for Excel, Word and PowerPoint.

Key Indicator Highlights¹:

Q1 – I was greeted promptly upon arrival.

Q2 – I wait less than 10 minutes for services.

Q3 – The staff treated me with respect.

Q5 – The information provide was useful in job search.

Q6 – The services or resources I used today were of quality

Q7 – I would recommend center to friend/colleague

¹ Bold highlights the key lead indicators from the comment card questions and red highlights the common lead measures from both the comment card and the Integration Performance Measures.

Customer Satisfaction Performance Dashboard
Monthly Summary – September 2009

Q4 – The staff was helpful to me.

Q8 – Overall satisfaction

Trends over the Period (across the month):

- Q2 ranged from a low of 54% to 80.9% either strongly agreeing or agreeing that they waited less than 10 minutes for services.
- Q5 had a range of 83% (combined strongly agree and agree) to 97% agreeing that the information was useful in job search.
- Q6 had a range of 79% agreeing and strongly agreeing that services were of quality to 97% agreeing that services were of quality.
- Q7 had a range of 83% to 98% agreeing they would recommend the center to a friend.
- Q8 had a range of 83% in one week to 95% in another either strongly agreeing or agreeing that overall they were satisfied.

**Customer Satisfaction Performance Dashboard
Monthly Summary – September 2009**

Indicators - MEASUREMENTS FOR THE INTEGRATION PILOT - SEPTEMBER 2009

	Measure	Indicators for Measure	Standard	Actual Standard as of September 31, 2008
5	The right candidate is referred to the right job	Employers report that they found the right candidate through referrals from the center	Employers report that there is a match 85% of the time by rating 'agree' or 'strongly agree' on comment card Q5	There is not a data collection method in place to collect this information.
6	Number of customers reporting that the service received was accurate based on the identified needs	Customers rate the ability of the team to match them to the right service (i.e., the service produced the results that they expected)	Customers rate accuracy consistently at 'agree' or 'strongly agree' 85% of the time.	The CQI team will be revising the evaluations for the workshops and other surveys to capture the appropriate data.
7	Number of Individuals customers reporting that the service received was of quality	Customers rate the service(s) received as being of quality	Customers rate quality consistently at 'agree' or 'strongly agree' during the course of the pilot 100% of the time. (Comment Card Q 6)	Based on Question number 6 on the comment card: The services or resources I used today were of quality. From September 7, 2009 thru October 4, 2009 there have been 193 responses. Over the 4 weeks that make up the September report, the average for strongly agree and agree: Strongly agree: 50.8% Agree: 36.58% We have not yet met the standard of agreement 100% of the time.

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