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ARRA/Integration UPDATE: ADULT/DISLOCATED WORKERS 2009-2010
As of January 28, 2010

Training Goals	To Date
▪ ETPL Training – 418*	251
▪ On The Job Training (OJT) - 50	1
▪ Cohort Training – 354*	0
▪ Online Training	268
▪ SJCC for credit	61

*Projected enrollment goals to be met by April 30th, 2010

Key updates:

- Based on customer feedback the large volume of individuals requesting services. The San Jose One-Stop Office will begin Orientation Sessions for new customers and coaching appointments with Talent Coaches will be available beginning February 8, 2010.

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Mystery Shopper Report: work2future Services 2009

work2future is committed to offering its business and job-seeker customers the highest quality of service. To this end **work2future** decided to institute a mystery shopping process to assess the quality of its customer service to their business and job-seeker customers.

Mystery shopping is an established tool used to gather information on service that hasn't been *rehearsed* to impress a pre-identified assessor. It's goal is to provide the organization with:

- Concrete data -- to assess uncensored service that is being provided by agency personnel,
- Descriptive information – that focuses on services provided,
- Consistent data measured by trained shoppers – shoppers are trained and use a uniform assessment tool, and
- A report describing the experiences of the shoppers – one that includes both summary and raw data.

In November of 2009 Strumpf and associates conducted the mystery shopper at all three locations, San Jose, Campbell and Gilroy.

Five key issues were identified by the shoppers:

- Wait Time
- Business Service
- Consistency of Information
- Marketing Materials
- Web Page

At this time, the continuous quality improvement team and leadership team have focused on the issue of wait time for the work2future customers. The strategy developed for addressing this issue by the team of reducing wait time will be presented at the February 4 Operations Committee meeting. Based on the Mystery Shopper Report as well as the customer comments, a new model will be launched in San Jose Only. On February 8, 2010, the San Jose Office will provide orientations to new customers and appointment times for coaches.

Each issue will be analyzed by the CQI/Leadership teams and a plan/update will be provided when completed and presented to the Operations Committee at their next meeting on May 6th.