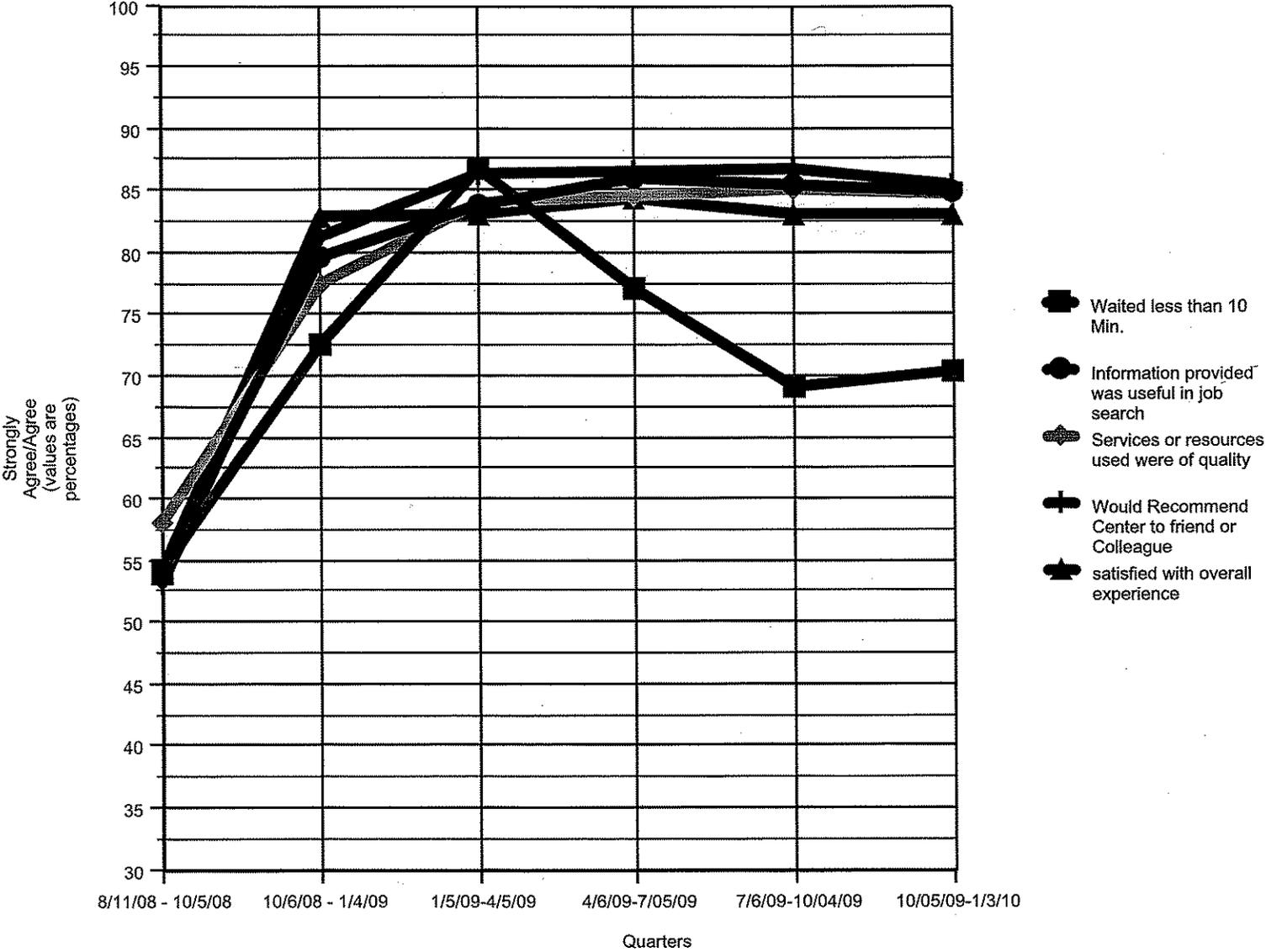


III

Consent Items

[Action]

COMMENT CARD KEY INDICATORS



Customer Satisfaction Performance Dashboard

Monthly Summary – December 2009

Report Date: January 8, 2010

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: December 2009

Report Dates: November 30 – December 6, December 7-13, December 14-20, December 21-27, and December 28 – January 3, 2010.

Total Number of Responses: 224

Volume as of January 4, 2010:

- Number of new customers completing initial assessment and coaching:
 - 590 for the month of December
 - 3,964 year to date
 - Projected goal – 10,000
- Number of services core, intensive, training, misc. provided to customers:
 - 6,130 for the month of December
 - 35,181 year to date
 - Projected goal – 70,000

Customer Satisfaction Performance Dashboard Monthly Summary – December 2009

Conclusions and Analysis:

- Wait time was not a primary concern for clients during this reporting period.
- The number of comment card responses was lower due to holidays.
- Customers are reporting dissatisfaction with timeliness/confusion regarding 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.
- More computer workshops at different times.
- More staff to reduce wait time
- Faster payment for supportive services
- Suggestions for improvements included:
 - Better outreach and marketing of our services
 - More computers

Key Indicator Highlights¹:

Q1 – I was greeted promptly upon arrival.

Q2 – I waited 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 63% to 95% either strongly agreeing or agreeing that they waited less than 10 minutes for services.
- **Q5** had a range of 81% (combined strongly agree and agree) to 100% agreeing that the information was useful in job search.
- **Q6** had a range of 81% agreeing and strongly agreeing that services were of quality to 100% agreeing that services were of quality.
- **Q7** had a range of 81% to 100% agreeing they would recommend the center to a friend.
- **Q8** had a range of 82% in one week to 100% 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 – December 2009**

Indicators - MEASUREMENTS FOR THE INTEGRATION PILOT - DECEMBER 2009

	Measure	Indicators for Measure	Standard	Actual Standard as of November 29, 2009
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	Business Services Team has revised questions and will now be able to gather data on-line and on paper. Data will then be input into the Business Services Survey System.
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 November 30, 2009 thru January 3, 2010 there have been 224 responses. Over the 5 weeks that make up the December report, the average for strongly agree and agree: Strongly agree: 51% Agree: 36% We have not yet met the standard of agreement 100% of the time.

**Customer Satisfaction Performance Dashboard
Monthly Summary – December 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.</p> <p>From November 30, 2009 thru January 3, 2010 there have been 224 responses.</p> <p>Over the 5 weeks that make up the December report, the average for strongly agree and agree:</p> <p>Strongly agree: 51% Agree: 24%</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 – December 2009**

Local Measures submitted to State as part of Pilot Plan	
<p>Increase in the number of enrolled clients that participated in a “skill building activity”</p>	<p>1st year established baseline for the period July 1, 2008 to June 30, 2009. 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>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 – January 2010

Report Date: February 5, 2010

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: January 2010

Report Dates: January 4-10, January 11-17, January 18-24, and January 25-31, 2010

Total Number of Responses: 282

Volume as of February 5, 2010:

- Number of new customers completing initial assessment and coaching:
 - 878 for the month of January
 - 5,070 year to date
 - Projected goal – 10,000
- Number of services core, intensive, training, misc. provided to customers:
 - 8,504 for the month of January
 - 47,085 year to date
 - Projected goal – 70,000
 -

Conclusions and Analysis:

- Since the beginning of the year wait time has again become an issue due to increase in number of customers.

Customer Satisfaction Performance Dashboard

Monthly Summary – January 2010

- Customers continue to request appointments with Coaches. Staff is considering moving to an appointment system.
- Based on customer demand the availability of workshops exceeds a three-week wait time.
- Use of cell phones by customers in computer area is still a distraction. Signs indicating a “no cell phone zone” will be posted.
- Rate of disagreement for Question #4 “staff was helpful” has risen. This will be addressed with more consistent staff training.
- Rate of disagreement for Question #5 “information provided was helpful in job search” has also seen an increase. Educating customers on use of Geomapper will provide other job search options.

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

- Wait time
- Staff was identified as being helpful, professional, polite, knowledgeable, and respectful.
- Have dedicated coaches to enroll customer in workshops
- More staff to reduce wait time
- Information regarding full array of services
- Suggestions for improvements included:
 - Appointments for Coaches
 - More computers

Key Indicator Highlights¹:

Q1 – I was greeted promptly upon arrival.

Q2 – I waited 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 45% to 62% either strongly agreeing or agreeing that they waited less than 10 minutes for services.
- **Q5** had a range of 77% (combined strongly agree and agree) to 87% agreeing that the information was useful in job search.
- **Q6** had a range of 71% agreeing and strongly agreeing that services were of quality to 84% agreeing that services were of quality.
- **Q7** had a range of 74% to 87% agreeing they would recommend the center to a friend.
- **Q8** had a range of 73% in one week to 82% 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 – January 2010**

Indicators - MEASUREMENTS FOR THE INTEGRATION PILOT - OCTOBER 2009

	Measure	Indicators for Measure	Standard	Actual Standard as of November 29, 2009
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	Business Services Team has revised questions and will now be able to gather data on-line and on paper. Data will then be input into the Business Services Survey System.
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 January 4 thru January 31, 2010 there have been 282 responses. Over the 4 weeks that make up the January report, the average for strongly agree and agree: Strongly agree: 40% Agree: 37% We have not yet met the standard of agreement 100% of the time.

**Customer Satisfaction Performance Dashboard
Monthly Summary – January 2010**

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.</p> <p>From January 4, 2010 thru January 31, 2010 there have been 282 responses.</p> <p>Over the 4 weeks that make up the January report, the average for strongly agree and agree:</p> <p>Strongly agree: 32% Agree: 23%</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 – January 2010**

Local Measures submitted to State as part of Pilot Plan																									
<p>Increase in the number of enrolled clients that participated in a “skill building activity”</p> <p>“Skill building activity” is defined as:</p> <ul style="list-style-type: none"> • Workshops • Assessments • Online training • Occupational Training (ETPL) • Career Cafe 	<p>1st year established baseline for the period July 1, 2008 to June 30, 2009. The baseline for the number of skill building activities completed by customers are as follows:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th style="text-align: center;">‘08/’09</th> <th style="text-align: center;">Projected ‘09/’10</th> <th style="text-align: center;">Year to Date</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Workshop Participation</td> <td style="text-align: center;">38,002</td> <td style="text-align: center;">45,602</td> <td style="text-align: center;">26,604</td> </tr> <tr> <td style="text-align: center;">Comprehensive Assessments</td> <td style="text-align: center;">17,420</td> <td style="text-align: center;">20,904</td> <td style="text-align: center;">6,717</td> </tr> <tr> <td style="text-align: center;">ETPL Training</td> <td style="text-align: center;">164</td> <td style="text-align: center;">197</td> <td style="text-align: center;">290</td> </tr> <tr> <td style="text-align: center;">Online Training</td> <td style="text-align: center;">250</td> <td style="text-align: center;">300</td> <td style="text-align: center;">397</td> </tr> <tr> <td style="text-align: center;">Total</td> <td style="text-align: center;">55,836</td> <td style="text-align: center;">67,003</td> <td style="text-align: center;">34,008</td> </tr> </tbody> </table> <p>2nd year work2future projects a 20% increase in activities and a 30% increase in the 3rd year.</p>		‘08/’09	Projected ‘09/’10	Year to Date	Workshop Participation	38,002	45,602	26,604	Comprehensive Assessments	17,420	20,904	6,717	ETPL Training	164	197	290	Online Training	250	300	397	Total	55,836	67,003	34,008
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<p><i>The integrated data collection system meets the needs of both WIA & EDD</i></p>																									
<p>Met performance standards during the pilot as compared to the period prior to the pilot.</p> <p><u>Performance Standards:</u></p> <ul style="list-style-type: none"> • # of customers accessing services after 30 days • # of skill building activities sessions per customer • # of soft exits • # of customers enrolled 	<p>For this program year the performance standards were:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Program Year</th> <th style="text-align: center;">Projected</th> <th style="text-align: center;">Actual</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">‘08/’09</td> <td style="text-align: center;">4/6</td> <td style="text-align: center;">6/6</td> </tr> <tr> <td style="text-align: center;">‘09/’10</td> <td style="text-align: center;">3/6</td> <td></td> </tr> <tr> <td style="text-align: center;">‘10/’11</td> <td style="text-align: center;">5/6</td> <td></td> </tr> <tr> <td style="text-align: center;">‘11/’12</td> <td style="text-align: center;">6/6</td> <td></td> </tr> </tbody> </table> <p>Current measures not reflective of New Integration Model</p>	Program Year	Projected	Actual	‘08/’09	4/6	6/6	‘09/’10	3/6		‘10/’11	5/6		‘11/’12	6/6										
Program Year	Projected	Actual																							
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‘10/’11	5/6																								
‘11/’12	6/6																								

GRANTS REPORT

Contact	Funding Source	Due Date Submitted	Award Date TBD	Name	work2future Funding Request	Status	Lead/Partners
PENDING							
SUBMITTED							
Jeff	Federal Earmark		2011	Green Vision Youth			
Jeff	Federal Earmark			Environmental Stewardship Program	\$400,000	Submitted	work2future
Jeff	Federal Earmark		2011	Green HC Training Program	\$500,000	Submitted	work2future
Chris	DOL/State of CA		2010	Emergency Nuni	\$7.3 Million	Pending	work2future
AWARDED							
BJ/Joy	City General Fund			BOS Support	\$100,000	Funding received	
BJ/Joy	Wells Fargo			BOS Network	\$10,000	Funding received	
Monique/Joy	Federal Earmark	d to Housing Trust		Homeless Jobs	\$320,000	Implementation, July 1,08	
Carol /Joy	CDBG			Sm Bus. Incubator	\$400,000	Implementation, July 1,08	
Sylvia/Joy	Wash Mutual Bk			Celebracion	\$5,000	Funding received	
BJ/Joy	Wash Mutual Bk			BOS Enhance	\$25,000	Funding received	
Angela/Joy	Federal Earmark			New Americans	\$191,593	Working w/SJ Library	
BJ & Jon	CDBG			Clean & Green	\$600,000	Borgata Contract closing	
BJ/Joy	Wells Fargo			BOS	\$5,000	Funding received	
BJ	Federal Earmark			BOS support	\$245,000	Awarded	work2future
Javier	EDD			CA Green Job Corp	0	Awarded	work2future/Workforce Inst
Javier	California Workforce Board	11/19/2009	2/14/2010	Regional Clusters of Opportunity	\$200,000	Awarded	NOVA
Javier	DOL	10/5/2009	2/22/2010	ARRA Health Care Sector SGA/DFA PY 09-10	\$100,000	Awarded	SJS Foundation
Chris	Target Foundation			Celebracion	\$5,000	Funding received	
NOT AWARDED							
Javier	DOL	9/29/2009	TBD	Pathways Out Of Poverty	\$2,500,000	Not awarded	work2future
Chris/Jon	CalGRIP - EDD		11/14/2008	12/30/08	\$500,000		PRNS
Jon	Johnson Foundation			Healthcare	\$437,750	Too competitive	Kaiser
Jon	DOJ			Ex-Offender	\$1,000,000	Greater need elsewhere	work2future
Jon	Business Incentive			Business Svcs	\$75,000	Too competitive	work2future
Jon	State			Vets	\$500,000	Too competitive	work2future
Jon	State			Gang Prevention	\$400,000	Competitive; targeting	work2future
Jon	Kauffman Foundation			BOS Support	\$75,000	Limited Funds	work2future
Jon/Chris	Rapid Response			GeoMapper	\$225,000	State Made NO Awards	work2future
Ray	Community Found.			GeoMapper-LMI	\$20,000	Not Selected for Funding	Gilroy EDC
Javier	CA Green Energy Training Prog PY 09/10			EDD/CA Department of Energy	\$545,000		work2future
Jeff	Federal Earmark	FY 2010		Small Business/BOS	\$250,000		work2future
Javier	CA DOE/EDD	9/16/2009	TBD	Energy Training Partnership	\$485,000	Submitted	work2future
Javier	EDD/California Energy	12/19/2009		Industries With a Statewide Need	\$1,000,000	Pending	work2future
Chris/Jon	DOL - ETA	2/19/2009		Older Worker	\$800,000	N/A	w2f/SJSU/COA/SCORE
Jeff	Federal Earmark		2011	BusinessOwnerSpace.com	\$400,000	Not awarded	work2future
Jon	Federal Earmark	3/1/09		Clean Green/Job Training	\$1,000,000	N/A	OED/work2future