

(IV)

Consent Items

(Action)

Rapid Response Contact Report

01/01/10- 01/31/10

	April 09	May09	June09	July09	Aug09	Sept09	Oct09	Nov09	Dec09	Jan10	Feb10	Mar10	YTD
Number of Businesses													
San Jose	15	5	9	9	8	4	4	6	4	1			65
Other cities	2	3	3	1	1	0	3	1	0	3			16
Total	17	8	12	10	7	4	5	7	4	4			81
Number of layoffs													
San Jose	994	328	709	1032	840	67	76	293	105	8			4347
Other Cities	5	157	42	93	12	0	33	2	0	206			429
Total	999	485	751	1125	852	67	106	295	105	214			4776

Current month - * 1 WARN received in January

KLA	8
Foothill College	45 +
Tshusho (Fremont -Nummi)	40
*EDO Reconnaissance & Surveillance Systems, Inc.	121
Total expected layoffs	214
Number of contacted businesses laying off	4

Rapid Response Contact Report

3/1/2010-3/31/2010

	April09	May09	June09	July09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10	March10	YTD
Number of Businesses													
San Jose	15	5	9	9	8	4	4	6	4	1	1	9	75
Other Cities	2	3	3	1	1	0	3	1	0	3	2	4	23
Total	17	8	12	10	9	4	7	7	4	4	3	13	98
Number of Layoffs													
San Jose	994	328	709	1032	840	67	76	293	105	8	9	178	4639
Other Cities	5	157	42	93	12	0	33	2	0	206	16	118	684
Total	999	485	751	1125	852	67	109	295	105	214	25	296	5323
Current Month - 2 Warn Notices Received													
*Comcast		51											
*Applied Materials (coord. with Nova)		64											
Ashworth Factory Outlet		4											
Lockheed Martin		6											
DeAnza Foothill		42											
San Jose State University		80											
Hollywood Video (2 stores)		16											
Bayshore International		25											
Lori's Boutique		2											
Floral Spectrum		2											
Brani Dance Boutique		3											
H&R Block		1											
Total Expected Layoffs		296											

Number of contacted businesses being off 12

GRANTS REPORT

Contact	Funding Source/Sponsor	Due Date Submitted	Award Date TBD	Name	work2future Funding Request	Status	Lead/Partners	
PENDING								
1	Chris	25% Discretionary EDD	4/26/2010	TBD	NUMMI	\$900,000	Pending	work2future
2	Chris	25% Discretionary EDD	4/26/2010	TBD	Public Worker Transition	\$900,000	Pending	work2future
3	BJ	Federal earmark/Cong. Honda	2009	TBD	BOS support Minority Business	\$240,000		work2future
4	Javier	DOL	4/29/2010	TBD	Community Based Job Training Grant	\$400,000	Pending	West Valley College/W2f
SUBMITTED								
5	Jeff	Federal Earmark/Senator Boxer	2010	2011	Green HC Training Program	\$400,000	Submitted	work2future
6	Chris	DOL/State of CA	2010	2010	Emergency Numi	\$5.4Mil	Pending	work2future
AWARDED								
7	BJ/Joy	City General Fund	2009	2009	BOS Support	\$100,000	Funding received	work2future
8	BJ/Joy	Wells Fargo	2009	2009	BOS Network	\$10,000	Funding received	work2future
9	Monique/Joy	Federal Earmark/Cong.Honda	2009	2009	Homeless Jobs	\$320,000	Implementation, July 1,08	work2future
10	Carol /Joy	CDBG	2009	2009	Sm Bus. Incubator	\$400,000	Implementation, July 1,08	work2future
11	Sylvia/Joy	Wash Mutual Bk	2009	2009	Celebracion	\$5,000	Funding received	work2future
12	BJ/Joy	Wash Mutual Bk	2009	2009	BOS Enhance	\$25,000	Funding received	work2future
13	Angela/Joy	Federal Earmark/Cong.Honda	2009	2009	New Americans	\$191,593	Working w/SJ Library	work2future
14	BJ & Jon	CDBG	2009	2009	Clean & Green	\$600,000	Borgata Contract closing	work2future
15	BJ/Joy	Wells Fargo	2009	2009	BOS	\$5,000	Funding received	work2future
16	BJ	Federal Earmark/Cong.Honda	7/1/1905	2009	BOS support	\$245,000	Awarded	work2future
17	Javier	EDD	2009	2009	CA Green Job Corp	0	Awarded	work2future/Workforce Inst
18	Javier	California Workforce Board	11/19/2009	2/14/2010	Regional Clusters of Opportunity	\$100,000	Awarded	NOVA
19	Javier	DOL	10/5/2009	2/22/2010	ARRA Health Care Sector SGA/DFA PY 09-10	\$100,000 5Mil.	Awarded	SJS Foundation
20	Chris	Target Foundation			Celebracion	\$5,000	Funding received	
NOT AWARDED								
21	Javier	EDD/CWIB	4/15/2010	Jun-10	Veterans		Submitted (LOS)	National Hispanic U/w2f
22	Javier	DOL	9/29/2009	TBD	Pathways Out of Poverty	\$2,500,000	Not awarded	work2future
23	Chris/Jon	CalGRIP - EDD		11/14/2008	12/30/08	\$500,000	Not awarded	PRNS
24	Jon	Johnson Foundation			Healthcare	\$437,750	Too competitive	Kaiser
25	Jon	DOJ			Ex-Offender	\$1,000,000	Greater need elsewhere	work2future
26	Jon	Business Incentive			Business Svcs	\$75,000	Too competitive	work2future
27	Jon	State			Vets	\$500,000	Too competitive	work2future
28	Jon	State			Gang Prevention	\$400,000	Competitive; targeting	work2future
29	Jon	Kauffman Foundation			BOS Support	\$75,000	Limited Funds	work2future
30	Jon/Chris	Rapid Response			GeoMapper	\$225,000	State Made NO Awards	work2future
31	Ray	Community Found.			GeoMapper-LMI	\$20,000	Not Selected for Funding	Gilroy EDC
32	Javier	CA Green Energy Training Prog PY 09/10			EDD/CA Department of Energy	\$545,000	Not awarded	work2future
33	Jeff	Federal Earmark	FY 2010		Small Business/BOS	\$250,000	Not awarded	work2future
34	Javier	CA DOE/EDD	9/16/2009	TBD	Energy Training Partnership	\$485,000	Submitted	work2future
35	Javier	EDD/California Energy	12/19/2009		Industries With a Statewide Need	\$1,000,000	Pending	work2future
36	Chris/Jon	DOL - ETA	2/19/2009		Older Worker	\$800,000	N/A	w2f/SJSU/COA/SCORE
37	Jeff	Federal Earmark		2011	BusinessOwnerSpace.com	\$400,000	Not awarded	work2future
38	Jon	Federal Earmark	3/1/09		Clean Green/Job Training	\$1,000,000	N/A	OED/work2future

BOS Contact Tracking Report Launch through March 31, 2010

Website	Mar09	April 09	May 09	June 09	July 09	Aug09	Sept 09	Oct 09	Nov09	Dec 09	Jan10	Feb10	Mar10	Oct.07-YTD
Number	6195	4908	5536	5199	6485	4938	6637	4768	5120	4087	5432	5777	10,494	130,260
Unique	4753	3784	4297	3554	4950	3745	4734	3645	3828	2900	4026	4289	7606	98,346

Top most popular linked sites accessed from BOS March 2010

1. Hispanic Chamber- (27)
2. IRS- (17)
3. CSJ-Finance- (14)
4. Anewamerica- (10)
5. CSJ-ESD- (9)
6. SJSV Chamber, SCORE- (8)

QLBS Assessments	Mar09	April 09	May 09	June 09	July 09	Aug09	Sept 09	Oct 09	Nov09	Dec 09	Jan10	Feb10	Mar10	Oct.07-YTD
	4	8	8	9	3	3	3	1	12	3	2	5	10	122

Online Registraions	Mar09	April 09	May 09	June 09	July 09	Aug09	Sept 09	Oct 09	Nov09	Dec 09	Jan10	Feb10	Mar10	Oct.07-YTD
	23	20	49	22	20	25	22	22	17	23	31	39	54	635

Toll Free # contacts	Mar 09	April 09	May 09	June 09	July 09	Aug 09	Sept 09	Oct 09	Nov09	Dec09	Jan10	Feb10	Mar10	YTD
Number of Call	12	15	15	18	19	23	23	14	38	21	17	44	30	706

Partners Services	Mar 09	April 09	May09	June 09	July 09	Aug 09	Sept.09	Oct 09	Nov09	Dec09	Jan10	Feb10	Mar10	YTD
Number of Clients	142	343	89	105	5133	174	383	1950	30	35	66	915	715	25,747

Grand Total YTD 156,007

Vietnamese Language

Website	Mar 09	April 09	May 09	June 09	July 09	Aug09	Sept09	Oct09	Nov09	Dec09	Jan10	Feb10	Mar10	Nov08- YTD
Hits	53	120	185	92	44	273	266	167	264	147	302	200	334	3230

Dec Most viewed page- Business Plan Template 220

Spanish Language

Website	Mar 09	April 09	May 09	June 09	July 09	Aug09	Sept09	Oct09	Nov09	Dec09	Jan10	Feb10	Mar10	Nov.08-YTD
	62	61	73	51	76	29	51	60	54	43	39	74	55	786

Dec Most viewed page- Business Structures -57

Arc Loans from California Lenders	Feb-Aug 09	Sept09	Oct 09	Nov 09	Dec 09	Jan10	Feb10	Mar 10	YTD
	68	5	24	0	49	55	59	46	306

Operations Committee Mandate
Approved 2/4/10

1. Continuous Quality Improvement
 - Receive final determination of grievances reported
2. Procurement Systems Oversight – Adult
 - RFPs, RFQs
 - Contract Oversight and Recommendations
 - Appeals Process
3. Performance Oversight (Adult/Dislocated Worker)
4. Marketing and Communications
 - Annual Report
 - Web Site
 - Outreach
5. Business Services and BOS Oversight
6. Special Projects and Labor Market Studies
 - Use of Task Groups: per Work Plan
 - Topic/Task Specific
 - Outside People (Non –WIA)
 - Minimum of Three Operations Members
7. Approve Annual Work Plan/Calendar

Marketing Calendar 2009

Date & Time	Type	Title	Location	Contact	Target Audience	Expected Attendees	Materials Needed	Comments
1/23/2009	Business workshop	Business Workshop	SJOS	Rocky Maddex	Business Start up	30	BOS brochures	
2/12/2009 1-4	Fair	w2f Job Fair	SJOS	Fidel Sanchez	Job seekers	500	all materials-website, email, flyers	800 came website BOS,
2/27/2009	Job Fair	SJCC Resource Fair	SJOS	Bob Hennessey	Youth & Business	50	All materials-, flyers	SJCC youth event
2/28 & 3/7/09 10-2	resource Fair	Small Business Tax Assistance Day	SJOS	BJ/Theresa	Small Business Owners	150	BOS partners-website, email, flyers	150 attendees- BOS partners SBDC, SBA, IRS, Ethnic Chambers, Anewamerica RDA, Wells Fargo Opportunity Fund
2/26/2009	Job Fair	Nanotechnology	SJOS	L. Tran	Job Seekers	200-500	brochures-	
3/29/09-5/2/09	Outreach	Summer Job For Youth ARRA	90 HS, 130 Np, City Dept, Municipalities w/in service area, 500 CalWorks clients	Richard Martinez/Alex Fernandez	Youth	10000	Application Orientation hiring	Through out service recruiting resulted 908 hires for Summer Jobs
4/8/2009	Business resource	Connect 2.0	Scottish Rite Temple	Jason Minsky/BJ	Small Businesses	300	all BOS material w2f	Partners SJSV Chamber SBDC workshop & panel discussion
4/22/2009	Job FAir	w2f job fair	SJOS	Fidel Sanchez	Job Seekers	500	website, email, flyers	
5/22/2009 10-2	Fair	Vets Appreciation	EDD	Jorge Tapia	Veterans and Public	200	all materials website, email, flyers	Claudia-
5/27/2009 8-5	Conference	WED	Hilton-SJ	BJ Sims	Economic Development, Union, WIBs	400	Geomapper & w2f flyers	Javier & Aaron
5/27/2009 1-4	Fair	w2f Job Fair	SJOS	Fidel Sanchez	Enrolled w2f clients	400	All w2f-website, email, flyers	
7/29/2009 1-4	Fair	HP Arena Resource and Job fair	HP Arena	BJ Sims	Job Seekers &community	4000	All w2f & BOS-website, email, flyers	All staff SJOS closed Outreach included Vietnamese and Spanish Newspaper, Viet radio, Channel 7, Univision
7/30/2009 5-8	mixer	Filipino Chamber	Beverly Heritage	T. DelaVega	Businesses	50	BOS-website, email, flyers	

Marketing Calendar 2009

8/29/2009 10-4	Fair	Celebracion	Morgan Hill Pumpkin Patch	Silvia Montoya	Community & Job seekers	5000	All w2f & BOS-website, email, flyers	
9/26/2009 10-3	Conference	Women's Economic Summit	CET	BJ Sims/Kim Walesh	Women & Refugees	150	All w2f & BOS-website, email, flyers	Kim Walesh, Carol Leigh Hutton Debra Fignoe, at CET
10/2/2009 10:30a-1:30p	PRES	City of San Jose 12th Annual Walk to End Domestic Violence	City Hall	Eve C. 408-292-6724	Everyone	700-800	All w2f brochures-website, email, flyers	Table
10/3/2009 10a-4p	Fair	District 3 Day in the Park	Cunningham Park	BizServCoor. 408-794-1231	Everyone and Job Seekers	500+	w2f, BOS-website, email, flyers	w2f Staff requested
10/7/2009 9a-2p	Fair	PHP Adult Transition Faire	Sobrato Ctr. 1400 Parkmoor	Wayne Jasper Facilitator 408-505-9540	16+ High School students and Parents	201-500	w2f, project HOPE- website, email, flyers	2(project HOPE staff)
10/10/2009 10:30a-1:30p	Fair	District 7 Youth Job Fair	Oakridge Mall	Sandra Guerrero 408-794-1131	Youth	700-800	youth w2future-website, email, flyers	
10/16/2009 11am-1p	Open House	CTC Grand Opening	CTC Story Rd	Rose Amadore	Community & Job seekers	500	presence	
10/13/2009	work-shop	Domestic Violence Information & Resources Wkshp	SJSU	Sabby Kaur	Domestic Violence Survivors		w2f(english)-website, email, flyers	from Project Hope
10/09-present	Youth employment	Green Cadre & Internship	East Union High School, SCJCC, Non profits,	Richard Martinez	Youth 18-24- ARRA	3000	ARRA w2f funded program materials- website, email, flyers	Assist Green Jobs and college internships
10/21/2009	Serv	Foreclosure Help	Roosevelt Community Ctr 901 Santa Clara St.	Fran Vader 408-794-1128	Job Seekers		w2f employment services information-website, email, flyers	
10/21/2009 11-5	Fair	The Gilroy Job Fair	Hilton Garden Inn, Gilroy, CA	Mark 408-794-1177	Job Seekers	200+	w2f, BOS-website, email, flyers	Newspaper add Gilroy Dispatch
10/30/2009 5-9p	Fair	Festiv'all	Wyndham Hotel	BJ Sims	Businesses	1200	all w2f & BOS-Banners- website, email, flyers	
11/12/2009	Fair	Community Health	Andrew Hill High School	Alex	Community & Job seekers	800+	Youth-website, email, flyers	
11/4/2009 10-2	Fair	Hire a Vet Job Fair	Holiday Inn	Nicole, Mark, Teresa	Veterans and Public	200-400	All w2f brochures	

Marketing Calendar 2009

11/4/2009	pres	Together We can 2009-YES program for Youth	Overfelt High School-Multipurpose Room	Angela Cipperly	Youth		Youth flyers	
12/2/2009 1-4	Seminar	SJ Business Tax & local Business Opportunity Seminar	CH Rotunda	District 5 Joe Coto John Chiang	Businesses	150	BOS & w2future	Jeff & Bj presenters on agenda resource table
12/2/2009 5-8	workshop	Procurement Event	MBEC, SJOS	Alejandro Serrudo	Small Businesses	45	BOS-website, email, flyers	
12/10/2009 6-9	Outreach	DVIR	Eimwood, Milpitas	Sabby Kaur 408-794-1157	Domestic Violence Offenders (male)	51-100	w2f (eng & Spanish)	
12/12/2009 1-4	Fair	Dist4. Council Event	Alviso Youth Center	Kansen Chu 408-535-4904	Everyone	200+	w2f (eng, span, Viet)	
12/22/2009 10:00	Recruitment	Eco Offsite Construction	w2f	Teresa Rodriguez 408 794-1178	Targeted WIA & Enterprise Zone TX Credit	50 plus	Fliers/Applications/Job Descriptions	37 attended and all were interviewed, Employer Excited!
1/8/2010 10-2	Assembly member Jim Beall Community meeting	Surviving the Recession and Beyond	SJCC Student Ctr	Sunshine Borrilli-282-8920	Job seekers and Unemployed	200	Flyers brochures-website, email, flyers	
1/8/2010 6-8pm	CSU Biotech Synosium	Workforce Development/Partnership	SC Marriott	Rupinder Blathal 619-594-3954	CSU and CC faculty	75	Brochures- all Lang-website, email, flyers	
1/14/2010	Vendor Resource Fair	Client / Vendor resource info	San Jose One Stop Board Room	Monique Melchor	Public and Enrolled Clients	200	Vendor flyers and info-website, email, flyers	
1/20/2010	Nummi Job Fair	Nummi/ Alameda County	Ohlone College-Fremont	Karen leDoux	Nummi laid off workers	4000	w2future brochures- all lang	
1/23/2010 8:30-11:30	member Jim Beall Community meeting	Retooling for Tomorrow	Camden Community Center-3369 Union Ave. SJ	Sunshine Borrilli-282-8920	Job seekers & Public	200	Flyers brochures-all lang-website, email, flyers	
1/23/10 8:30-10:30	City of SJ	Crime & Gang Prevention Summit	Roosevelt Community Ctr 901 Santa Clara St.	Ester Mota	Community Non profits	400	All lang flyer and Brochure-website, email, flyers	

Marketing Calendar 2009

1/26/2010	w2fEnrolled client.only Job Fair	JOB FAIR	Campbell One-Stop	BJ/Virginia/Carl	Enrolled w2f clients	350	Flyers-website, email, flyers	
1/27/2010 6:30-7:30	Seminar	Credit Myths	Chesbro SJ	Greg Myers/Nakisa	Businesses	30	BOS info	
1/28/2010	Career/Resource Fair	City of SJ Clean Slate Tattoo Removal Program	Hank Lopez Community Center 1694 Adrian Way SJ 95122	Juan Avila 251-7757	Youth 14-25	50	w2f-all languages-website, email, flyers	Table
1/28/2010	Networking Event	Business Education Seminar	1046 W. Taylor	Edith/Amy	Business	50	BOS- Chamber Outreach	
1/28/10 6:45-8:30	Resource Fair	Goodwill's Stand Down	Goodwill 1080 N 7th St. SJ	Robert Williams/Sabby-869-9128	Homeless Vets	100	All w2f flyers-website, email, flyers	Shelters/
2/20/2010	Radio spots	Vietnamese Radio-Chamber		HG Nguyen/BJ/Amy	Vietnamese Community	1000+	Interview- w2f and BOS eventss 2/27, 3/6 and Small Business resource	
2/22/2010	Resource Fair	Habitat for Humanity	Cupertino	David-Youth	Public and Enrolled Clients	100	All Materials	
2/24/2010	Job Fair	work2future	Roosevelt Center	BJ Sims	Roosevelt Center	300	All materials	313
2/27/2010	BOS	Small Business Tax Assistance Day	w2f Parkmoor	BJ/Amy/	Small Business	100	all Bus/w2f-website, email, flyers	80
3/6/2010	BOS	Small Business Tax Assistance Day	w2f Parkmoor	BJ/Amy/	Small Business	100	all Bus/w2f-website, email, flyers	
3/18/2010	Fair	Parents Helping Parents	Sobrato Ctr. 1400 Parkmoor	Angela/Alex	Public	200	all materials	
3/24/2010	Fair	Mexican American Heritage Plaza Business resossource & Job Fair	1700 Alum Rock Rd SJ	BJ/Amy/	Public Businesses	300	all materials	
4/29/2010 11:30-2:30	Youth job Fair	Cupertino HS Job Fair	10100 Finch Ave., Cupertino Ca	Martha Bell	Youth			

Marketing Calendar 2009

4/9/2010	BOS	A Resource Fair for Small Business and Non-Profits	Silicon Valley Bank - Santa Clara	Mark/Mike Honda 408-794-1177	Small Business Owners and Non-Profits	100	BOS, Partner Marketing Material	No Resource Booth but Marketing Material delivered for BOS and Partners
4/21/2010	Fair	4Cs Resource Fair	2515 N First St. SJ	Veronica 408-343-7759	Public	200	work2future mktg	60 attendees
4/22/2010	Business Appreciation	Morgan Hill Economic Development Office	1480 East Main Ave. Morgan Hill	Tammy Brownlow/ Jeff Ruster/Nakisa	Morgan Hill Businesses	30	BOS	

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 - 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 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>
---	---	----------------------------	--	---

**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>
---	---	----------------------------	--	--

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

Local Measures submitted to State as part of Pilot Plan

Increase in the number of enrolled clients that participated in a "skill building activity"

"Skill building activity" is defined as:

- Workshops
- Assessments
- Online training
- Occupational Training (ETPL)
- Career Cafe

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:

	'08/'09	Projected '09/'10	Year to Date
Workshop Participation	38,002	45,602	
Comprehensive Assessments	17,420	20,904	
ETPL Training	164	197	
Online Training	250	30	
<i>Total</i>	55,836	67,003	

2nd year work2future projects a 20% increase in activities and a 30% increase in the 3rd year.

Satisfactory level of reported team work within each of the clients focused teams

1st year – staff used a "Pilot Feedback Form" to capture information for improved services, which established a baseline.

- An 80% satisfaction rate was achieved.

2nd year need for improved services will decrease by 20%,
3rd year need for improved services will decrease by 40%.

The integrated data collection system meets the needs of both WIA & EDD

Met performance standards during the pilot as compared to the period prior to the pilot.

Performance Standards:

- # of customers accessing services after 30 days
- # of skill building activities sessions per customer
- # of soft exits
- # of customers enrolled

For this program year the performance standards were:

Program Year	Projected	Actual
'08/'09	4/6	6/6
'09/'10	3/6	
'10/'11	5/6	
'11/'12	6/6	

Current measures not reflective of New Integration Model

Customer Satisfaction Performance Dashboard
Monthly Summary – February 2010

Report Date: March 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: February 2010

Report Dates: February 1-7, February 8-14, February 15 - 21 and February 22 - 28, 2010

Total Number of Responses: 236

Volume as of March 5, 2010:

- Number of new customers completing initial assessment and coaching:
 - 751 for the month of February
 - 5,525 year to date
 - Projected goal – 10,000
- Number of services core, intensive, training, misc. provided to customers:
 - 7,689 for the month of February
 - 52,606 year to date
 - Projected goal – 70,000

Customer Satisfaction Performance Dashboard
Monthly Summary – February 2010

Conclusions and Analysis:

- Customers are still asking for appointments and complaining about wait time, which indicates appointment system needs to be implemented at Campbell and Gilroy sites.

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

- More computers for job search
- Staff was identified as being helpful, professional, polite, knowledgeable, and respectful.
- Have dedicated coaches to enroll customer in workshops and provide bus passes
- Ability to make appointments online
- More workshops in the morning
- Customers are happy with appointment system in San Jose

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 48% to 76% either strongly agreeing or agreeing that they waited less than 10 minutes for services.
- Q5 had a range of 57% (combined strongly agree and agree) to 88% agreeing that the information was useful in job search.
- Q6 had a range of 55% agreeing and strongly agreeing that services were of quality to 85% agreeing that services were of quality.
- Q7 had a range of 60% to 85% agreeing they would recommend the center to a friend.
- Q8 had a range of 60% in one week to 81% 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 – February 2010

Indicators - MEASUREMENTS FOR THE INTEGRATION PILOT

	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 February 1 thru February 28, 2010 there have been 236 responses. Over the 4 weeks that make up the February report, the average for strongly agree and agree: Strongly agree: 43% Agree: 29% We have not yet met the standard of agreement 100% of the time.

**Customer Satisfaction Performance Dashboard
Monthly Summary – February 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 February 1, 2010 thru February 28, 2010 there have been 236 responses.</p> <p>Over the 4 weeks that make up the February report, the average for strongly agree and agree:</p> <p>Strongly agree: 37% Agree: 21%</p> <p>We have not yet met the standard of agreement 100% of the time.</p>
---	---	----------------------------	--	--

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

Local Measures submitted to State as part of Pilot Plan

Increase in the number of enrolled clients that participated in a “skill building activity”

“Skill building activity” is defined as:

- Workshops
- Assessments
- Online training
- Occupational Training (ETPL)
- Career Cafe

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:

	'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
<i>Total</i>	55,836	67,003	34,008

2nd year work2future projects a 20% increase in activities and a 30% increase in the 3rd year.

Satisfactory level of reported team work within each of the clients focused teams

1st year – staff used a “Pilot Feedback Form” to capture information for improved services, which established a baseline.

- An 80% satisfaction rate was achieved.

2nd year need for improved services will decrease by 20%,
3rd year need for improved services will decrease by 40%.

The integrated data collection system meets the needs of both WIA & EDD

Met performance standards during the pilot as compared to the period prior to the pilot.

Performance Standards:

- # of customers accessing services after 30 days
- # of skill building activities sessions per customer
- # of soft exits
- # of customers enrolled

For this program year the performance standards were:

Program Year	Projected	Actual
'08/'09	4/6	6/6
'09/'10	3/6	
'10/'11	5/6	
'11/'12	6/6	

Current measures not reflective of New Integration Model

Customer Satisfaction Performance Dashboard
Monthly Summary – March 2010

Report Date: April 9, 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: March 2010

Report Dates: March 1-7, March 8-14, March 15 - 21 and March 22 - 28, 2010

Total Number of Responses: 274

Volume as of April 9, 2010:

- Number of new customers completing initial assessment and coaching:
 - 729 for the month of March
 - 6,406 year to date
 - Projected goal – 10,000
- Number of services core, intensive, training, misc. provided to customers:
 - 9,254 for the month of March
 - 60,214 year to date
 - Projected goal – 70,000

Customer Satisfaction Performance Dashboard
Monthly Summary – March 2010

Conclusions and Analysis:

- Staffing remains a critical issue
- Coaches are doing an excellent job explaining services; however, customers want more information on next steps

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

- More computers for job search
- Talent Marketing area (San Jose) open later for use of computers
- Staff was identified as being helpful, professional, polite, knowledgeable, and respectful.
- Have dedicated coaches to enroll customer in workshops and provide bus passes
- Ability to make appointments online

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 57% to 75% either strongly agreeing or agreeing that they waited less than 10 minutes for services.
- Q5 had a range of 71% (combined strongly agree and agree) to 85% agreeing that the information was useful in job search.
- Q6 had a range of 69% agreeing and strongly agreeing that services were of quality to 85% agreeing that services were of quality.
- Q7 had a range of 69% to 90% agreeing they would recommend the center to a friend.
- Q8 had a range of 63% in one week to 84% 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 – March 2010**

Indicators - MEASUREMENTS FOR THE INTEGRATION PILOT

	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 March 1 thru March 28, 2010 there have been 274 responses. Over the 4 weeks that make up the March report, the average for strongly agree and agree: Strongly agree: 46% Agree: 32% We have not yet met the standard of agreement 100% of the time.

**Customer Satisfaction Performance Dashboard
Monthly Summary – March 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 March 1, 2010 thru March 28, 2010 there have been 274 responses.</p> <p>Over the 4 weeks that make up the February report, the average for strongly agree and agree:</p> <p>Strongly agree: 38% Agree: 26%</p> <p>We have not yet met the standard of agreement 100% of the time.</p>
---	---	----------------------------	--	---

**Customer Satisfaction Performance Dashboard
Monthly Summary – March 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" "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" data-bbox="817 500 1379 819"> <thead> <tr> <th></th> <th>'08/'09</th> <th>Projected '09/'10</th> <th>Year to Date</th> </tr> </thead> <tbody> <tr> <td>Workshop Participation</td> <td>38,002</td> <td>45,602</td> <td>26,604</td> </tr> <tr> <td>Comprehensive Assessments</td> <td>17,420</td> <td>20,904</td> <td>6,717</td> </tr> <tr> <td>ETPL Training</td> <td>164</td> <td>197</td> <td>290</td> </tr> <tr> <td>Online Training</td> <td>250</td> <td>300</td> <td>397</td> </tr> <tr> <td>Total</td> <td>55,836</td> <td>67,003</td> <td>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
	'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																						
<p>Satisfactory level of reported team work within each of the clients focused teams</p>	<p>1st year – staff used a "Pilot Feedback Form" to capture information for improved services, which established a baseline.</p> <ul style="list-style-type: none"> • An 80% satisfaction rate was achieved. <p>2nd year need for improved services will decrease by 20%, 3rd year need for improved services will decrease by 40%.</p>																								
<p align="center"><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" data-bbox="817 1404 1478 1596"> <thead> <tr> <th>Program Year</th> <th>Projected</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>'08/'09</td> <td>4/6</td> <td>6/6</td> </tr> <tr> <td>'09/'10</td> <td>3/6</td> <td></td> </tr> <tr> <td>'10/'11</td> <td>5/6</td> <td></td> </tr> <tr> <td>'11/'12</td> <td>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																							
'08/'09	4/6	6/6																							
'09/'10	3/6																								
'10/'11	5/6																								
'11/'12	6/6																								