



MASSACHUSETTS

Workforce Investment Act

WIA Communication No. 04-01

☒ **Policy** ☐ **Information**

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Regional Directors
DCS Area Directors

cc: WIA State Partners

From: Susan Lawler, Commissioner
Division of Career Services

Date: January 26, 2004

Subject: Labor Exchange Performance Measures

Purpose: To provide guidance (attached) on the implementation of labor exchange performance measures by the U.S. Department of Labor - Employment and Training Administration (USDOL-ETA).

Background: Labor exchange activities under the Wagner-Peyser Act have, for decades, been reported quarterly to the USDOL. The information reported included (for example) the number of job seekers registered for service, the number of job orders received and the number of individuals entering employment following a labor exchange service.

The information about entering employment was obtained primarily through voluntary self-reporting by the job seeker or employer. In Massachusetts the entered employment rate has typically been between 10% - 20% and stood at 14% in reports for FY2003. Clearly, many more labor exchange registrants were entering employment than was reflected in the federal reports but the volume of individuals receiving labor exchange services prohibited individual tracking and follow-up to confirm the employment status of all job seekers served.

The Workforce Investment Act of 1998 mandated the creation of the one-stop career center service delivery system and called for standardizing the collection of performance data, performance measures and performance goals across programs. Performance measures for the labor exchange were announced in May 2001 and were in effect beginning July 1, 2002. *See Attachment A: Performance Measures and Goals.*

- Policy:** The performance measures described in Attachments A – E will be used to assess effectiveness of the labor exchange services provided to job seekers and employers through Massachusetts One-Stop Career Centers.
- Action Required** Disseminate this information to individuals at the local level involved in the administration, oversight, management, reporting and provision of labor exchange services at Career Centers. Assure the attendance of appropriate staff at periodic statewide meetings on performance and reporting topics.
- Effective:** Immediately

References: Federal Register

Labor Exchange Performance Measures, FR May 31, 2001 and June 6, 2001

<http://www.gpoaccess.gov/fr/index.html>

ETA Directives:

- a. *July 7, 2001* Training and Employment Guidance Letter (TEGL) 1-02 on Transmittal of ET Handbook No. 406: Reporting Instructions for ETA 9002 and VETS 200;
- b. *October 4, 2002* TEGL 8-02 Online Reporting Instructions for Labor Exchange Reporting System (LERS);
- c. *October 4, 2002* Training and Employment Information Notice (TEIN) 8-02 Q&A on ETA Handbook No. 406;
- d. *November 21, 2002* TEIN 9-02 Clarification and Guidance on PY2002 (FY2003) Labor Exchange Transition Issues for ETA 9002 and VETS 200 Reports;
- e. *March 27, 2003* Training and Employment Notice (TEN) 8-02 Implementation of Common Performance Measures for Job Training and Employment Programs.

<http://wdr.doleta.gov/directives/>

Public Law:

(See *Attachment E: Authority* for specific Wagner Peyser citations)
Wagner-Peyser Act, as Amended, Section 10(c) and Section 3(c) (2).

http://www.uses.doleta.gov/w-pact_amended98.asp

Workforce Investment Act of 1998, Section 168

<http://www.doleta.gov/regs/statutes/wialaw.pdf>

Inquiries: Questions should be directed to Carla Erb at 617-626-5687.

Filing: Please file this in your notebook of previously issued WIA Communication Issuances as #04-01.

Attachments:

- A: Performance Measures and Goals
- B: Reporting Schedules
- C: Performance Data Availability by Cohort
- D: Performance Measure Calculations
- E: Definitions
- F: Job Seeker Customer Satisfaction Survey
- G: Employer Customer Satisfaction Survey
- H. Authority

ATTACHMENT A

Performance Measures and Goals

In the May 31, 2001 Federal Register, the U.S. Department of Labor Employment and Training Administration (USDOL-ETA) announced the establishment of final performance measures for the public labor exchange administered as part of the states' One-Stop Career Center delivery system.

Labor Exchange Measures and Goals

- 1) Job Seeker Entered Employment Rate (JSEER)
- 2) Job Seeker Employment Retention at 6 Months (JSERR)
- 3) Job Seeker Customer Satisfaction (JSCS)
- 4) Employer Customer Satisfaction (ECS)

Statewide labor exchange performance goals for each measure will be negotiated during FY2004 between USDOL-ETA and each state for initial use in the period beginning July 1, 2004 based on analysis of quarterly labor exchange performance data available for the period July 1, 2002 – June 30, 2003.

Veteran Services Measures and Goals

- 1) Veteran Job Seeker Entered Employment Rate (VJSEER)
- 2) Veteran Job Seeker Employment Retention Rate at 6 Months (VJSERR)
- 3) Veteran Job Seeker EER Following Staff Assisted Service (VJSEER FSAS)

The following performance goals for veterans served by Massachusetts DVOP funded staff (Disabled Veterans' Outreach Program) or LVER funded staff (Local Veteran's Employment Representative) were negotiated and agreed to in August 2002 in accordance with Veterans Program Letter 10-02. The Commonwealth retained the right to re-negotiate the measures according to baselines established after actual FY2003 performance data becomes available in FY2004.

| | <u>All Veterans</u> | <u>Disabled Veterans</u> |
|--------------------|--------------------------------|-------------------------------------|
| VJSEER | 53% | 52% |
| VJSERR | 67% | 55% |
| VJSEER FSAS | 60% | 52% |

FY 2003 Baseline Year for Performance Outcomes

FY 2003 data will provide the basis for establishing the FY2004 state baselines for each of the seven measures. Upon establishment of the state baselines, instructions for developing the local performance goals will be distributed by USDOL-ETA.

ETA will negotiate states' labor exchange performance levels during FY2004 based on data from states' quarterly performance reports, from the results of a joint pilot with the Veterans' Employment and Training Service (VETS), and from state-developed baselines to study how the system is performing under the new performance measures. These analyses will be supplemented by consideration of factors in the state labor market that may affect performance. The specific factors to be considered will not be finalized until real data is made available but may include:

- job seeker characteristics;
- services received;
- unemployment rate;
- percent of UI claimants;
- economic/industrial change

ATTACHMENT B

Reporting Schedules

Beginning with the federal quarterly reports for the period ending September 30, 2003 a number of changes in the reporting methodology will be apparent. Simple modifications to the MOSES database to accommodate new labor exchange reporting requirements have been in place since July 2002, but until the period ending September 30, 2003 the data in the quarterly reports did not appear different from the reports filed in prior fiscal years.

Fiscal Year versus Rolling Four Quarters Reporting

Under previous fiscal year reporting, the July to September quarter was the first quarter reported for the fiscal year and would contain data for that quarter only. For each subsequent quarter the reporting of data was cumulative with the quarter ending June 30 being cumulative for all four quarters. A full year's data was reported only once a year, at the end of June. If a "fiscal year" reporting methodology continued, data for one quarter only would again be submitted for the quarter ending September 30. Under a "rolling four quarters" reporting methodology, Massachusetts will report a full twelve month's worth of data each quarterly period. This is accomplished by rolling the "year" forward by one quarter and reporting it as four cumulative quarters.

Registration Year Cohorts

The transition to rolling quarters includes a new method for identifying a customer's registration year. Since July 2002, each job seeker and employer record in MOSES has included a marker (BFRY) to indicate the quarter in which each began the federal report year. The quarter of registration plus the following three quarters comprise the federal report year for each cohort of job seekers or employers.

Wage Record Reporting and Lag Time

USDOL-ETA requires the use of wage records to verify employment and employment retention of job seekers for the purposes of performance measures. Job seekers are included in the calculation of "entered employment" if the state's wage record matching process locates any wage record for the individual in the second or third quarter of the registration year. Job seekers that "entered employment" are included in the calculation of "employment retention rate" if the wage record matching process locates any wage record for the individual in the fourth or fifth quarter.

States require employers to report wages paid to employees on a quarterly basis. Wages for a quarter may be reported in the first or second quarter after wages are paid. The Department of Labor allows for six months lag time for states to find and report wage record matches for a cohort of job seekers.

Importance of Social Security Numbers

Job seekers who decline to provide social security numbers (SSNs) may be assigned pseudo numbers for career center membership identification purposes. If a pseudo number is used the individual will not be found in wage record matches against social security numbers and will be considered to be unemployed.

It is appropriate to allow job seekers to withhold social security numbers. Pseudo SSNs would generally be only a small percent of job seekers served and the impact on performance measures should be minimal. It is preferable, however, to record SSNs for all job seekers.

ATTACHMENT C

Performance Data Availability by Cohort

| Cohort | Registration Quarter | Registration Year | Availability of Data Elements | |
|--------|-------------------------|----------------------|--------------------------------------|--|
| | | | Services, CS and EER Available | Services, CS, EER and ERR Available |
| 1 | Jul-Sep 2002 | Jul 2002 – Jun 2003 | Sep 2003 | Jun 2004 |
| 2 | Oct-Dec 2002 | Oct 2002 – Sep 2003 | Dec 2003 | Sep 2004 |
| 3 | Jan-Mar 2003 | Jan 2003 – Dec 2004 | Mar 2004 | Dec 2004 |
| 4 | Apr-Jun 2003 | Apr 2003 – Mar 2004 | June 2004 | Mar 2005 |
| 5 | Jul-Sep 2003 | Jul 2003 – Jun 2004 | Sep 2004 | Jun 2005 |
| 6 | Oct-Dec 2003 | Oct 2003 – Sep 2004 | Dec 2004 | Sep 2005 |
| 7 | Jan-Mar 2004 | Jan 2004 – Dec 2005 | Mar 2005 | Dec 2005 |
| 8 | Apr-Jun 2004 | Apr 2004 – Mar 2005 | Jun 2005 | Mar 2006 |
| 9 | Jul-Sep 2004 | Jul 2004 – Jun 2005 | Sep 2005 | Jun 2006 |
| 10 | Oct-Dec 2004 | Oct 2004 – Sep 2005 | Dec 2005 | Sep 2006 |
| 11 | Jan-Mar 2005 | Jan 2005 – Dec 2006 | Mar 2006 | Dec 2006 |
| 12 | Apr-Jun 2005 | Apr 2005 – Mar 2006 | June 2006 | Mar 2007 |

ATTACHMENT D

Performance Measure Calculations

The entered employment measures are calculated as follows:

(1) Job Seeker Entered Employment Rate (JSEER)

$$\text{JSEER} = \frac{\text{Number Entered Employment with a New Employer}}{[\text{Number of Registered Job Seekers} - \text{Number Employed or Re-Employed with Same Employer}]}$$

(2) Job Seeker Employment Retention Rate (JSERR)

$$\text{JSERR} = \frac{\text{Number of EEs Reported that Retained Employment with a New Employer for Six Months}}{[\text{Number of Registered Job Seekers} - \text{Number Employed or Re-Employed with Same Employer}]}$$

The customer satisfaction measures are calculated as follows:

(3) Participant ASCI Score

Aggregate sum of all respondents' overall index scores from ratings on three ACSI survey questions

Total number of job seekers in random sample who responded to survey

* Note: All individual registered job seekers are eligible for inclusion in the random sample. The American Customer Satisfaction Index (ACSI) is the most widely used index currently in practice. The U.S. Department of Labor has established a license agreement with the University of Michigan that will allow States the use of the ACSI for a statewide sample of participants and employers. The index is created by combining scores from three specific questions that address different dimensions of customers' experience and transforming the scores on a 0-100 scale. This aggregate index score is not comparable to other customer satisfaction measures that are expressed in terms of percent of satisfied customers, etc. See Attachment E for more information.

(4) Employer ASCI Score

Aggregate sum of all respondents' overall index scores
from ratings on three ACSI survey questions

Total number of employers in random sample who responded
within 60 days of service completion

* Note: Those eligible for surveying include employers who have received a substantial service involving personal contact with One-Stop Career Center staff. Examples include staff facilitated job orders, customized labor market information requests, customized job training and On-the-Job training activities. Excludes employers who use only electronic self-services, request general information, or are part of standard mass mailings. The same three ACSI questions are used for employers.

ATTACHMENT E

Definitions

Cohort

A cohort is group of job seekers or employers that begin a federal report year in a particular quarter. Cohorts are identified by the quarter of registration. Cohort #1 under the new labor exchange performance reporting schedule is the group that received a staff assisted service between July 1, 2002 and September 30, 2002. Cohort #2 is the group that first received a staff assisted service (began a new registration year) between October 1, 2002 and December 31, 2002.

Entered Employment Rate

The number of registered job seekers age 19 and older at the time of registration who, in the first or second quarter following the registration quarter,

- Earned wages from a new employer if the job seeker was previously not employed, or
- Earned wages from a different employer than that from which the registered job seeker earned wages in the quarter prior to registration if the job seeker was previously employed.

New or different employer is determined by comparing the employer identification numbers (EIN) of registered job seekers' employers prior to and following registration based on information contained in the Massachusetts UI wage record database and the national Wage Record Interchange System (WRIS).

Employed or Re-Employed with the Same Employer

Those job seekers whose only wages earned in the first and second quarter after registration were exclusively with the same employer from which wages were earned in the quarter prior to registration. Job seekers who remain employed exclusively with the same employer during the measurement period are excluded from the denominator of the entered employment and employment retention measures calculation.

Employer Customer Satisfaction

The labor exchange employer survey and the Title I employer survey are the same survey (attached) and will not be administered separately. The employer survey samples employers from MOSES without regard to the fund source (labor exchange or Title I) under which services were provided.

Employment Retention Rate at Six Months (JSEER)

The number of job seekers age 19 and older at the time of registration who earned wages in the second quarter following the quarter in which they entered employment with a new employer.

Job Seeker Customer Satisfaction

The Job Seeker and Title I participant customer satisfaction surveys are identical and use the same ASCI methodology. Though the two surveys are identical in design and scoring, the job seeker sample is drawn separately and the Job Seeker survey is administered and reported separately from the Title I survey.

Registered Employers

Employers that received a staff assisted service during the registration quarter.

Registered Job Seekers

Individuals who have a basic or full career center membership in MOSES and received a staff assisted service during the registration quarter.

Registration (or Re-Registration) Year

The registration year includes the registration quarter and the three subsequent quarters. If a registered job seeker or employer continues to receive services, or returns to receive services, after the initial four quarter registration year has elapsed, the individual will be re-registered and a new registration year will start.

Registration Quarter

The calendar quarter in which a job seeker or employer registered/received a staff assisted service is the registration quarter.

ATTACHMENT F

Job Seeker Customer Satisfaction Survey

Rev. 05.19.03

INTRODUCTION :

Hello, this is _____ calling from ETI on behalf of the State of Massachusetts workforce development programs and One-Stop Career Centers. I would like to ask you some questions about your recent experience with the services provided to you by **(Name of Local Office)**. **(If participant cannot remember, refer to Workforce Investment area name or services.)** We are conducting a survey evaluating the services you received and need your opinions. Our purpose is to learn from you how to improve the programs and services offered to people.

Responding to this survey is voluntary and the information you provide is considered confidential. No individual responses will be shared with state and local administrators; they will receive a summary of responses for the purpose of improving services. It will take about ____ minutes to complete the survey.

SCREENING AND SERVICE QUESTIONS

Q1. Now, I would like to ask you about the types of services you received from **(Name of Local Office/Agency or workforce area)**. During the last 12 months, were you provided with any of the following services?

(Please answer “yes” to all that you received.)

| | Yes | No | DK | Refused |
|---|-----|----|----|---------|
| Q1A. Help in learning about your skills and interests? | 1 | 2 | 98 | 99 |
| Q1B. Help in assessing your needs and developing a plan for services? | 1 | 2 | 98 | 99 |
| Q1C. Help in finding a job or getting referrals to job openings? | 1 | 2 | 98 | 99 |
| Q1D. Assistance in filing for unemployment insurance? | 1 | 2 | 98 | 99 |
| Q1E. Workshops about finding a job or planning next career move? | 1 | 2 | 98 | 99 |
| Q1F. Use of Resource Room computers and publications? | 1 | 2 | 98 | 99 |
| Q1G. Assistance to decide what educational or training activity to take? | 1 | 2 | 98 | 99 |
| Q1H. Did you participate in an education, training or youth activity? | 1 | 2 | 98 | 99 |
| If yes: H1. Occupational training (at a school or other organization) | 1 | 2 | 98 | 99 |
| H2. English language classes | 1 | 2 | 98 | 99 |
| H3. Education or literacy classes (reading, writing and/or math) | 1 | 2 | 98 | 99 |
| H4. Youth Summer Jobs or other youth work experience | 1 | 2 | 98 | 99 |
| H5. Other program for youth (in-school or out-of-school) | 1 | 2 | 98 | 99 |
| Q1I. Other Service? _____ | 1 | 2 | 98 | 99 |

**** If “NO” to all of the above (Questions 1A to 1I) end the survey, and code as 21-No Service. ****

Q2. Can you describe your goal or objective for participating in the services you identified above?

Q2A. _____

Q2B. _____

PARTICIPANT SATISFACTION QUESTIONS:

Q 3. Utilizing a scale of 1 to 10, where 1 means “Very Dissatisfied” and 10 means “Very Satisfied,” what is your overall satisfaction with the services provided from (Name of Local Office or workforce investment area)?

| | | | | | | | | | | | |
|----------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------------|------------|-----------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| Very Dissatisfied | | | | | | | | | Very Satisfied | Don't Know | Refuse |

Q 4. Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? 1 now means “Falls short of my expectations” and 10 means “Exceeds my expectations”.

| | | | | | | | | | | | |
|-------------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|------------|-----------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| Falls Short | | | | | | | | | Exceeds | Don't Know | Refuse |

Q 5. Now I want you to think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? 1 now means “Not very close to the ideal” and 10 means “Very close to the ideal”.

| | | | | | | | | | | | |
|-----------|----------|----------|----------|----------|----------|----------|----------|----------|------------------------|---------------|------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| Not Close | | | | | | | | | Very Close to Ideal | Don't Know | Refus e |

Q 6. To help us better understand your level of satisfaction, we are interested in your opinion concerning certain aspects of the staff and services. Please tell us if you agree or disagree with the following statements.

10 now means “strongly agree” and 1 means “strongly disagree”.

Q6A. Staff at the center were professional, helpful and responsive in their dealings with you.

| | | | | | | | | | | | | |
|----------------------|----------|----------|----------|----------|----------|----------|----------|----------|-------------------|---------------|-----------|-------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| Strongly Disagree | | | | | | | | | Strongly Agree | Don't Know | Refuse | Does Not Apply |

Q6B. In particular, staff running workshops, and/or staff and teachers at education, training or youth programs were knowledgeable, helpful and supportive.

| | | | | | | | | | | | | |
|----------------------|----------|----------|----------|----------|----------|----------|----------|----------|-------------------|---------------|-----------|-------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| Strongly Disagree | | | | | | | | | Strongly Agree | Don't Know | Refuse | Does Not Apply |

Q6C. Computers and internet access, and help using them for information on jobs and training, were available to you when you needed them.

| | | | | | | | | | | | | |
|----------------------|----------|----------|----------|----------|----------|----------|----------|----------|-------------------|---------------|-----------|-------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| Strongly Disagree | | | | | | | | | Strongly Agree | Don't Know | Refuse | Does Not Apply |

Q6D. The content and quality of workshops, training, or other similar services was very good.

| | | | | | | | | | | | | |
|----------------------|----------|----------|----------|----------|----------|----------|----------|----------|-------------------|---------------|-----------|-------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| Strongly Disagree | | | | | | | | | Strongly Agree | Don't Know | Refuse | Does Not Apply |

Q6E. The resource room or center's library provided useful information and materials on jobs and careers.

| | | | | | | | | | | | | |
|----------------------|----------|----------|----------|----------|----------|----------|----------|----------|-------------------|---------------|-----------|-------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| Strongly Disagree | | | | | | | | | Strongly Agree | Don't Know | Refuse | Does Not Apply |

Q6F. If you needed training or education, there were opportunities provided to you and the financial assistance to help you get enrolled.

| | | | | | | | | | | | | |
|----------------------|----------|----------|----------|----------|----------|----------|----------|----------|-------------------|---------------|-----------|-------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| Strongly Disagree | | | | | | | | | Strongly Agree | Don't Know | Refuse | Does Not Apply |

Q6G. You got the help you needed for preparing resumes, searching for jobs or finding job listings/openings.

| | | | | | | | | | | | | |
|----------------------|----------|----------|----------|----------|----------|----------|----------|----------|-------------------|---------------|-----------|-------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| Strongly Disagree | | | | | | | | | Strongly Agree | Don't Know | Refuse | Does Not Apply |

Now I would like to ask you just a few more questions on your current situation.

Q7. Are you currently working or do you have a job starting soon?

1. Yes (Continue) 2. No (go to Q10)

Q8. Do you agree or disagree that the services and/or education and training you received helped you get a good job?

1. Agree 2. Disagree 98. Don't Know 99. Refused

Q9. If you received job training or education services, do you agree or disagree that the training has been useful for you on the job?

1. Agree 2. Disagree 97. No Training 98. Don't Know 99. Refused

Q10. Are you currently enrolled (or will be starting soon) in school or an education or training program?

1. Yes (Continue) 2. No (go to Q13)

Q12. Do you agree or disagree that the services and/or education and training you received helped you advance in school or to a new education or training program?

1. Agree 2. Disagree 98. Don't Know 99. Refused

Q13. Do you have additional comments or recommendations on the services you received?

Close: **Thank you for taking the time to speak with me today.**

ATTACHMENT G

Massachusetts Employer Customer Satisfaction Survey

Revised Version 05.15.03

Introduction to customer:

Hello, this is _____ calling from ETI on behalf of the State of Massachusetts Workforce Development programs and One-Stop Career Centers. We are conducting a survey evaluating the services you received from the **(Name of Agency or Program)** and need your opinions. **(Name of Agency or Program)** records show that you received services on **(Date)**.

Responding to this survey is voluntary and the information you provide is considered confidential. No individual responses will be shared with state and local administrators; they will receive a summary of responses for the purpose of improving services. It will take about ____ minutes to complete the survey.

SCREENING AND SERVICE QUESTIONS

Q1 Now, I would like to ask you about the types of services you received from **(Name of Agency or Program)**. During the last 12 months, did **(Name of Agency/Program)** provide you with any of the following services?

(Please indicate all received.)

| | Yes | No | DK | Refused |
|--|-----------|-----------|-----------|-----------|
| Q1A. Assist with job order or post job openings for your business? | 01 | 02 | 98 | 99 |
| Q1B. Help to recruit or screen potential employees? | 01 | 02 | 98 | 99 |
| Q1C. Refer job applicants to your business? | 01 | 02 | 98 | 99 |
| Q1D. Design/help with a customized education or training program for current or potential new employees in your business? | 01 | 02 | 98 | 99 |
| Q1E. Provide information about the labor market, such as employment trends or prevailing wages? | 01 | 02 | 98 | 99 |
| Q1F. Help you plan for a layoff and/or make presentations to employees being laid off? | 01 | 02 | 98 | 99 |
| Q1G. Organize a job fair, career fair or other recruitment? | 01 | 02 | 98 | 99 |
| Q1H. Other Services? | 01 | 02 | 98 | 99 |

Specify: _____

****If “NO” to all of the above (Question 1A to 1H) end the survey, and code as 21-No Service****

EMPLOYER SATISFACTION QUESTIONS

Now I would like to ask questions regarding your level of satisfaction with the services provided by **(Name of Agency or Program)**.

Q 2. Utilizing a scale of 1 to 10, where “**1**” means “Very Dissatisfied” and “**10**” means “Very Satisfied,” what is your overall satisfaction with the services provided from **(Name of Agency or Program)**?

| | | | | | | | | | | | |
|-------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------------|------------|-----------|
| 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11 | 12 |
| Very Dissatisfied | | | | | | | | | Very Satisfied | Don't Know | Refuse |

Q 3. Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? “**1**” now means “Falls Short of Your Expectations” and “**10**” means “Exceeds Your Expectations.”

| | | | | | | | | | | | |
|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|
| 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11 | 12 |
| Falls Short | | | | | | | | | Exceeds | Don't Know | Refuse |

Q 4. Now think of the ideal service(s) for a company in your circumstances. How well do you think the service(s) you received compare with the ideal service(s)? “**1**” now means “Not Close to the Ideal” and “**10**” means “Very Close to the Ideal”

| | | | | | | | | | | | |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|-----------|
| 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11 | 12 |
| Not Close | | | | | | | | | Very Close | Don't Know | Refuse |

Q 5. To help us better understand your level of satisfaction, we are interested in your opinion concerning certain aspects of the staff and services at the program. Please tell us if you agree or disagree with the following statements.

Q5A. Staff were professional in their dealings with you and your business.

“**1**” – Agree “**2**” – Disagree “**98**” – Don't Know “**99**” – Refused

Q5B. Staff understood your business and your specific needs or request.

“**1**” – Agree “**2**” – Disagree “**98**” – Don't Know “**99**” – Refused

Q5C. Staff were quick to respond or follow-up with correct information/person.

“**1**” – Agree “**2**” – Disagree “**98**” – Don't Know “**99**” – Refused

Q5D. Good information was provided on services, programs and/or labor market.

“**1**” – Agree “**2**” – Disagree “**97**” – Does Not Apply “**98**” – Don't Know “**99**” – Refused

Q5E. Staff followed your instructions on job referrals and/or recruitment/screening.

“**1**” – Agree “**2**” – Disagree “**97**” – Does Not Apply “**98**” – Don't Know “**99**” – Refused

Q5F. Good information was provided on job applicants.

“1” – Agree “2” – Disagree “97” – Does Not Apply “98” – Don’t Know “99” – Refused

Q5G. Job applicants from the Career Center had the necessary basic & job-specific skills for your business.

“1” – Agree “2” – Disagree “97” – Does Not Apply “98” – Don’t Know “99” – Refused

Q6. Would you use the services provided by (**Name of Agency or Program**) if you needed them in the future?

1 – Yes 2 - No 98 – Don’t Know 99 – Refused

Q7. Would you recommend the services you received from (**Name of Agency or Program**) to colleagues in other companies with similar needs?

1 – Yes 2 - No 98 – Don’t Know 99 – Refused

Q8. Do you also access via the internet Career Center and/or DET (Division of Employment and Training) information on job applicants, programs, labor market statistics, etc.?

1 – Yes 2 - No 98 – Don’t Know 99 – Refused

Q9. Do you have additional comments or recommendations on the services you received?

Close: Thank you for taking the time to speak with me today.

ATTACHMENT H

Authority

Labor exchange performance measures are established under the following authority:

A. Wagner-Peyser Act Sec. 3(a), 29 U.S.C. 49b(a)

The Secretary shall assist in coordinating the State public employment services throughout the country and in increasing their usefulness by developing and prescribing minimum standards of efficiency, assisting them in meeting problems peculiar to their localities, promoting uniformity in their administrative and statistical procedures, furnishing and publishing information as to opportunities for employment and other information of value in the operation of the system, and maintaining a system for clearing labor between the States.

B. Wagner-Peyser Act Sec. 3(c)(2), 29 U.S.C. 49b(c)

The Secretary shall—

(2) assist in the development of continuous improvement models for such nationwide system that ensure private sector satisfaction with the system and meet the demands of job seekers relating to the system.

C. Wagner-Peyser Act Sec. 7(b), 29 U.S.C. 49f(b)

Ten percent of the sums allotted to each State pursuant to section 6 shall be reserved for use in accordance with this subsection by the Governor of each such State to provide—

(1) Performance incentives for public employment service offices and programs, consistent with performance standards established by the Secretary, taking into account direct or indirect placements (including those resulting from self-directed job search or group job search activities assisted by such offices or programs), wages on entered employment, retention, and other appropriate factors.

D. Wagner-Peyser Act Sec. 10(c), 29 U.S.C. 49i(c)

Each State receiving funds under this Act shall--

(1) Make such reports concerning its operations and expenditures in such form and containing such information as shall be prescribed by the Secretary, and
(2) Establish and maintain a management information system in accordance with guidelines established by the Secretary designed to facilitate the compilation and analysis of programmatic and financial data necessary for reporting, monitoring and evaluating purposes.

E. Wagner-Peyser Act Sec. 13(a), 29 U.S.C. 49l(a)

The Secretary is authorized to establish performance standards for activities under this Act which shall take into account the differences in priorities reflected in State plans.

F. Wagner-Peyser Act Sec. 15(e)(2)(I), 29 U.S.C. 49l-2(e)

(e) State responsibilities.--

(2) Duties.--In order to receive Federal financial assistance under this section, the State agency shall--

(I) utilize the quarterly records described in section 136(f)(2) of the Workforce Investment Act of 1998 (29 U.S.C. 2871(f)(2)) to assist the State and other States in measuring State progress on State performance measures.