



# Workforce System Performance Measures “Customer Satisfaction” Work Group Meeting Notes

*OED Third Floor, Dave Pleasant Conference Room*

## **Weekly Meeting | May 15, 2014**

**Present:** John Glen, Jennifer Granera, Rick Heinichen, Karen Humelbaugh, Kristen Jones, Brooke Jackson, Graham Slater, Cheryl Nee-Gieringer; Rachel Soto (phone)

**Absent:** Belit Burke, Alma Estrada, Robin Onaclea-Scott

### **Agenda Items**

- 1:00 Welcome and Re-Introductions
- 1:05 Review 5/6/14 Meeting Notes
- 1:10 Continue Discussion of Employer Customers
- 1:20 Review and Condense Survey Question Suggestions
- 1:45 Next Steps
- 1:50 Adjourn

### **Meeting Notes**

#### **Welcome and Re-Introductions**

#### **Review 5/6/14 Meeting Notes (1:05)**

Group read meeting notes. No comments or changes.

#### **Continue Discussion of Employer Customers (1:10)**

Group had a lengthy discussion about the employers who are “customers” of the workforce system. As customers, they have a variety of different needs from or interactions with our various agencies and programs.



DECISION: The employers we’re interested in surveying are those who are looking for an employee or for assistance to their employees – through job listings, work experience sites, worker training, layoff assistance, etc.

Jennifer noted the JOBS Plus employers are in the scope of this definition, but she’s not sure how much information DHS has on these employers. ★ Jennifer will look into this and report back to the group at our next meeting. Jennifer also noted that DHS has a supported work program and work experience sites.

Cheryl noted that WSI works with employers but most – probably all – of the employers use iMatchSkills and would be captured if we surveyed iMS employers.

Group preliminarily identified seven areas where employers would be customers who meet our definition:

- List jobs with OED (currently via iMatchSkills)
- UI Workshare (via OED)
- Rapid Response (OED / CCWD program)
- JOBS Plus Worksite, Supported Work, and Work Experience Site (DHS)
- Vocational Rehab

### **Review and Condense Survey Question Suggestions**

Group reviewed large list of possible survey questions for job seeker customers and selected ten questions to include on the new survey:

1. “First impression” question  
*The first time you visited with us... ★ Kristin to help figure out wording.*
  
- Legislatively required questions, graded on a five-point scale (excellent / good / fair / poor / don’t know):*
2. How do you rate the timeliness of the services provided by the (agency)?
3. How do you rate the ability of the (agency) to provide services correctly the first time?
4. How do you rate the helpfulness of (agency) staff?
5. How do you rate the knowledge and expertise of (agency) staff?
6. How do you rate the availability of information at (agency)?
- 7 How do you rate the overall quality of service provided by (agency)?
  
8. Do you feel that the services you received from the (agency) were helpful to you with finding a job? (Y/N/NA)
  
9. Could we have done anything to better help you?

10. If one of your best friends were looking for a job in the future, how likely would you be to recommend our services? (need to add a scale for this)

**Next Steps: Homework**

- **All: Read through the list of potential employer survey questions; come prepared to discuss and condense the list at our next meeting.**
- **Jennifer (research and report back to group): Does the JOBS Plus program maintain a list of employers who they are working with?**
- **Kristen and Brooke: Work together to draft wording for question 1.**

**Next Meeting** is on May 21 from 10am-11am in OED (basement) Room 18

