



# LOS ANGELES COUNTY

## WIA ADULT AND DISLOCATED WORKER DIRECTIVE

NUMBER: D-DWA-03-005      SUBJECT:    **WIB SPOT CHECK REPORT**

DATE: 7/28/2003

EFFECTIVE DATE: 7/01/03

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TO:    ALL WORKSOURCE CENTER DIRECTORS

The Workforce Investment Board (WIB) Strategic Plan includes several goals and strategies that have been assigned to WIB Subcommittees for implementation. One of the goals assigned to the Certification Committee is the "Spot Check Report". Refer to the WIB strategic plan, Goal 1 PERFORMANCE EXCELLENCE, strategy 1.2, "Develop and implement a spot check plant system to validate statistical results".

Enclosed is a copy of the Spot Check Report that was designed to validate, on a bi-annual basis, the statistical results for the following WorkSource Center Reports:

- **QUARTERLY CORE A CUSTOMER TRACKING REPORT**
- **MONTHLY OUTREACH TRACKING REPORT**
- **CUSTOMER SATISFACTION SURVEY SUMMARY**

County staff will be conducting a site visit at your facility to complete the Spot Check Report. You will be notified approximately 2 weeks prior to the scheduled site visit. Please arrange for the staff person responsible for preparing each of the above referenced reports to be available to answer questions and give staff access to the data used to prepare the report.

If you have any questions, please contact Maggie Mireles either by phone at (213) 738-2198 or email at [mmireles@co.la.ca.us](mailto:mmireles@co.la.ca.us).

A handwritten signature in black ink, appearing to read "Josie Marquez", with a stylized flourish at the end.

JOSIE MARQUEZ, Director  
Employment and Training

Attachment

MM:SM:KN

*County of Los Angeles*  
*Workforce Investment Board*

**WorkSource Center**  
**SPOT CHECK**  
**REPORT**

**CENTER NAME:** \_\_\_\_\_

**PROGRAM YEAR:** \_\_\_\_\_

**REPORT #:**    \_\_\_1    \_\_\_2

**WORKFORCE INVESTMENT BOARD**

**Spot Check Summary**

**PART I**

This Spot Check Report was developed to validate the statistical results of the following WorkSource Center Reports:

- **QUARTERLY CORE A CUSTOMER TRACKING REPORT**
- **MONTHLY OUTREACH TRACKING REPORT**
- **CUSTOMER SATISFACTION SURVEY SUMMARY**

***Instructions:** Obtain a copy of the most recent report submitted by the Center for the above listed reports. After completing the information on the following pages, record the Center's final rating below indicating which areas the Center meets standards or needs improvement. If all the ratings in a section are "Meets Standards" the summary should reflect "Meets Standards". If in any section, one rating results in "Needs Improvement", the summary should reflect Needs Improvement. Complete a separate form, "RECOMMENDATIONS FOR CORRECTIVE ACTION" for each report rated needs improvement based on the observations made at the Center and improvements needed to the method used to collect and report the data. Forward a copy of the RECOMMENDATIONS FOR CORRECTIVE ACTION, and cover letter to the Center.*

Center Name: \_\_\_\_\_

Timeliness of Report Submittal

**Meets Standards** \_\_\_\_\_ **Needs Improvement** \_\_\_\_\_

➤ **CORE A CUSTOMER TRACKING**

Staff Review Of First Time Visits

**Meets Standards** \_\_\_\_\_ **Needs Improvement** \_\_\_\_\_

Staff Review Of Return Visits

**Meets Standards** \_\_\_\_\_ **Needs Improvement** \_\_\_\_\_

➤ **MARKETING OUTREACH**

Staff Review Of Reported Of Data

**Meets Standards** \_\_\_\_\_ **Needs Improvement** \_\_\_\_\_

➤ **CUSTOMER SATISFACTION**

I. Staff Review Of Reported Data

**Meets Standards** \_\_\_\_\_ **Needs Improvement** \_\_\_\_\_

II. The Comment Card Access and Design

**Meets Standards** \_\_\_\_\_ **Needs Improvement** \_\_\_\_\_

III. Effective use of Customer Satisfaction data

**Meets Standards** \_\_\_\_\_ **Needs Improvement** \_\_\_\_\_

WorkSource Center \_\_\_\_\_ CSS Staff \_\_\_\_\_

Center Contact \_\_\_\_\_ Phone \_\_\_\_\_ email \_\_\_\_\_

Today's Date: \_\_\_\_\_ Program Year 2003-04 Report #: 1 2 Page 2 of 14

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**TIMELINESS OF REPORT SUBMITTAL**

Listed below is a recap of the date each of the following reports were received by CSS staff beginning with the month/quarter being reviewed up to 6 months prior.

**CORE A-CUSTOMER TRACKING Due on the 5<sup>th</sup> of the month for the preceding quarter**

Quarter being reviewed 1 2 3 4 Date Received \_\_\_\_\_  
If Late, was Center put on fiscal probation? Yes No (Circle One)

Date previous quarter's report was received \_\_\_\_\_  
If late, was Center put on fiscal probation? Yes No (Circle One)

**MARKETING OUTREACH (Due on the 5<sup>th</sup> of each month)**

Month being Reviewed: \_\_\_\_\_

List the date this report was received for the prior 5 reports

- |               |              |              |           |
|---------------|--------------|--------------|-----------|
| ___ July      | ___ October  | ___ January  | ___ April |
| ___ August    | ___ November | ___ February | ___ May   |
| ___ September | ___ December | ___ March    | ___ June  |

Number of times Center was put on fiscal probation during the last 6 months: \_\_\_\_\_

**CUSTOMER SATISFACTION (Due on the 10<sup>th</sup> of each month)**

Month being Reviewed: \_\_\_\_\_

List the date this report was received for the prior 5 reports

- |               |              |              |           |
|---------------|--------------|--------------|-----------|
| ___ July      | ___ October  | ___ January  | ___ April |
| ___ August    | ___ November | ___ February | ___ May   |
| ___ September | ___ December | ___ March    | ___ June  |

Number of times Center was put on fiscal probation during the last 6 months: \_\_\_\_\_

WorkSource Center \_\_\_\_\_ CSS Staff \_\_\_\_\_

Center Contact \_\_\_\_\_ Phone \_\_\_\_\_ email \_\_\_\_\_

Today's Date: \_\_\_\_\_ Program Year 2003-04 Report #: 1 2 Page 3 of 14

## ***RECAP OF REPORTED DATA***

### **CORE A CUSTOMER TRACKING**

Month: \_\_\_\_\_

First Time Visits - Amount Reported: \_\_\_\_\_ Amount Counted: \_\_\_\_\_

Return Visits: Amount Reported \_\_\_\_\_ Amount Counted: \_\_\_\_\_

Month: \_\_\_\_\_

First Time Visits - Amount Reported: \_\_\_\_\_ Amount Counted: \_\_\_\_\_

Return Visits: Amount Reported \_\_\_\_\_ Amount Counted: \_\_\_\_\_

Month: \_\_\_\_\_

First Time Visits - Amount Reported: \_\_\_\_\_ Amount Counted: \_\_\_\_\_

Return Visits: Amount Reported \_\_\_\_\_ Amount Counted: \_\_\_\_\_

Total First-Time Visits Reported: \_\_\_\_\_ Total First-Time Visits Counted: \_\_\_\_\_

*(Report results on the Spot/Check Summary)*

	Meets Standards	Needs Improvement
The Total First-Time Visits Reported for the quarter is within 5% of amount Counted		
The total Return Visits Reported for the quarter is within 5% of the Amount Counted		

WorkSource Center \_\_\_\_\_

CSS Staff \_\_\_\_\_

Center Contact \_\_\_\_\_

Phone \_\_\_\_\_

email \_\_\_\_\_

Today's Date: \_\_\_\_\_

Program Year 2003-04

Report #: 1 2

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### CORE A TRACKING NARRATIVE

- 1) Describe the method used to track customers' initial and return visits to the WorkSource Center?
  
  
  
  
  
  
  
  
  
  
- 2) If a Sign-In Sheet is used, does it clearly identify a job seekers initial visit from return visits?
  
  
  
  
  
  
  
  
  
  
- 3) What information is captured each time a customer enters the building?  
\_\_\_ Core A/B Activity    \_\_\_ Intensive Activity    Other \_\_\_\_\_  
\_\_\_ Initial Visits    \_\_\_ Marketing/Outreach data.    Other \_\_\_\_\_

WorkSource Center \_\_\_\_\_

CSS Staff \_\_\_\_\_

Center Contact \_\_\_\_\_

Phone \_\_\_\_\_

email \_\_\_\_\_

Today's Date: \_\_\_\_\_

Program Year 2003-04

Report #: 1 2

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# RECAP OF REPORTED DATA

## **MARKETING/OUTREACH** (Attach a copy of the form used to track marketing/outreach data)

**Instructions:** Count the Center's marketing/outreach data and record in the following table. Compare the totals listed below to the report submitted by the Center for the same month.

SOURCE OR METHOD	REGIONAL OUTREACH		CENTER OUTREACH	
	Job Seeker	Business	Job Seeker	Business
Radio				
Television				
Magazine				
Newspaper				
Circular				
Bus/Transit Ad				
Billboard				
Phone Booth Ad				
Events				
Rapid Response				
Kiosk				
Electronic Mail				
Direct Mail				
Flyers (handouts)				
Website				
REFERRALS	REGIONAL OUTREACH		CENTER OUTREACH	
	Job Seeker	Business	Job Seeker	Business
Other WorkSource Center				
WIA Partner				
Other Government Agency				
Community Based Organization				
Chamber of Commerce				
Personal Referral				
<b>OTHER</b>				
<b>TOTAL</b>				

The Centers report total is within 5% of the counted total. (List result on Spot Check Summary)

Meets Standards \_\_\_\_\_ Needs Improvement \_\_\_\_\_

WorkSource Center \_\_\_\_\_ CSS Staff \_\_\_\_\_

Center Contact \_\_\_\_\_ Phone \_\_\_\_\_ email \_\_\_\_\_

Today's Date: \_\_\_\_\_ Program Year 2003-04 Report #: 1 2 Page 6 of 14

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**MARKETING/OUTREACH NARRATIVE:**

Did the Center meet its requirement to make 10 visits to businesses during the month?

Yes \_\_\_\_\_ No \_\_\_\_\_

What marketing/outreach method(s) did the Center use that was most effective in reaching the job seeker population? \_\_\_\_\_

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What marketing/outreach method(s) did the Center use that was most effective in reaching the business customer? \_\_\_\_\_

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Can these methods be applied on a regional basis or are they specific to the Center?

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WorkSource Center \_\_\_\_\_

CSS Staff \_\_\_\_\_

Center Contact \_\_\_\_\_

Phone \_\_\_\_\_

email \_\_\_\_\_

Today's Date: \_\_\_\_\_

Program Year 2003-04

Report #: 1 2

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# RECAP OF REPORTED DATA

## STAFF REVIEW OF COMPLETED COMMENT CARDS

	Reported	Counted	Customer Comments
<b>#1) The facility was welcoming comfortable and safe</b>			
Excellent			
Good			
Fair			
Needs Improve			
Very Dissatisfied			
<b>#2) It was easy for customers to find their way around the Center</b>			
Excellent			
Good			
Fair			
Needs Improvement			
Very Dissatisfied			
<b>#3) The customer was treated with respect throughout the visit</b>			
Excellent			
Good			
Fair			
Needs Improvement			
Very Dissatisfied			
<b>#4) The customer was provided with accurate information</b>			
Excellent			
Good			
Fair			
Needs Improvement			
Very Dissatisfied			

COMMENTS:

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WorkSource Center \_\_\_\_\_

CSS Staff \_\_\_\_\_

Center Contact \_\_\_\_\_

Phone \_\_\_\_\_

email \_\_\_\_\_

Today's Date: \_\_\_\_\_

Program Year 2003-04

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	Reported	Counted	Customer Comments
<b>#5) Staff assisted customers in getting the services they needed</b>			
Excellent			
Good			
Fair			
Needs Improvement			
Very Dissatisfied			
<b>#6) To what extent did the services meet the customers expectations</b>			
Excellent			
Good			
Fair			
Needs Improvement			
Very Dissatisfied			
<b>#7) One Stop services compared to customers ideal set of services</b>			
Excellent			
Good			
Fair			
Needs Improvement			
Very Dissatisfied			
<b>#8) Overall satisfaction customers received from the Center</b>			
Excellent			
Good			
Fair			
Needs Improvement			
Very Dissatisfied			

**Comments:**

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The Center's total is within 5% of staff's total.

Meets Standards \_\_\_\_\_ Needs Improvement: \_\_\_\_\_

**II. COMMENT CARD ACCESS AND DESIGN**

*Apply the questions below to either standard or electronic versions of the comment card.*

	<b>Meets Standard</b>	<b>Needs Improvement</b>
The comment cards are visible and easily accessed throughout the Center. (List any areas lacking below)		
Comment cards are available in the required language(s). (list below)		
A customer can complete the comment card process and remain anonymous.		
At a minimum, the comment card contains the WIB's 8 mandatory questions listed in the previous section?		
The card is designed to give each question sufficient room for customer comments?		

**III. EFFECTIVE USE OF CUSTOMER SATISFACTION DATA:**

	<b>Meets Standards</b>	<b>Needs Improvement</b>
The QI committee effectively processes customer satisfaction data on a timely basis		
The QI committee's has effective methods for developing corrective action plans.		
The QI committee has a follow-up process to ensure the desired results were achieved through corrective action .		

WorkSource Center \_\_\_\_\_

CSS Staff \_\_\_\_\_

Center Contact \_\_\_\_\_

Phone \_\_\_\_\_

email \_\_\_\_\_

Today's Date: \_\_\_\_\_

Program Year 2003-04

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**CUSTOMER SATISFACTION NARRATIVE**

Total number of completed Comment Cards for the month: \_\_\_\_\_

What method does the Center use to collect Customer Satisfaction Data

Electronic Comment Card

Standard Comment Card

Both

List any additional methods used to collect customer feedback?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How are comment cards made available to the business customer?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What action does the Center's Q. I. Committee take on positive and negative customer comments?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How did the Center's QI Committee address items rated fair, needs improvement and very dissatisfied?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How does the QI Committee ensure that corrective action will solve the problem?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**WORKFORCE INVESTMENT BOARD**

**Spot Check Report**

**PART II  
(Follow-up Visit)**

**Center:** \_\_\_\_\_

**Staff:** \_\_\_\_\_

**Today's Date:** \_\_\_\_\_

• **CORE A CUSTOMER TRACKING**

**What was the rating for this Report in Part I**

**Staff Review Of First Time Visits Meets Standards \_\_\_\_\_ Needs Improvement \_\_\_\_\_**

**Staff Review Of Return Visits Meets Standards \_\_\_\_\_ Needs Improvement \_\_\_\_\_**

**If the Center Meets Standards, has the Center made any changes to it's method of collecting Core A data for reporting this information? If so, apply the rating in section I to the new system.**

**Does the new procedure affect the Centers ability to correctly report the data for this report?**

**If the Center was rated "Needs Improvement" have they effectively implemented the recommended corrective action to resolve the tracking of numbers?**

**WORKFORCE INVESTMENT BOARD**  
**Spot Check Report**

**PART II**  
**(Follow-up Visit)**

Center: \_\_\_\_\_ Staff: \_\_\_\_\_

Today's Date: \_\_\_\_\_

• **MARKETING/OUTREACH TRACKING**

What was the rating for this Report in Part I

\_\_\_ Meets Standards     \_\_\_ Needs Improvement

If the Center Meets Standards, has the Center made any changes to it's method of collecting Core A data for reporting this information? If so, apply the rating in section I to the new system.

Does the new procedure affect the Centers ability to correctly report the data for this report?

If the Center was rated "Needs Improvement" have they effectively implemented the recommended corrective action to resolve the tracking of numbers?

**WORKFORCE INVESTMENT BOARD**  
**Spot Check Report**

**PART II**  
**(Follow-up Visit)**

Center: \_\_\_\_\_ Staff: \_\_\_\_\_

Today's Date: \_\_\_\_\_

• **CUSTOMER SATISFACTION**

**What was the rating for this Report in Part I**

- I. Staff Review Of Reported Data      Meets Standards \_\_\_\_\_ Needs Improvement \_\_\_\_\_
- II. The Comment Card Access and Design      Meets Standards \_\_\_\_\_ Needs Improvement \_\_\_\_\_
- III. Effective use of data      Meets Standards \_\_\_\_\_ Needs Improvement \_\_\_\_\_

**If the rating was "Meets Standards", has the Center made any changes to its method of collecting Customer Satisfaction data? If so, apply the rating in section I to the new system.**

**Does the new procedure affect the Centers ability to correctly report the data for this report?**

**If the Center was rated "Needs Improvement" have they effectively implemented the recommended corrective action to resolve the tracking of numbers?**