



LOS ANGELES COUNTY YOUTH BULLETIN

NUMBER: YTH01-26

SUBJECT: YOUTH CUSTOMER SATISFACTION SURVEY

DATE: 7/09/01

EFFECTIVE DATE: IMMEDIATELY

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FOR YOUR IMMEDIATE ATTENTION

To: ALL WIA YOUTH SERVICE PROVIDERS

The purpose of this bulletin is to forward the customer satisfaction surveys for Los Angeles County Workforce Investment Act (WIA) Youth Programs. Attached to this bulletin are two copies of the survey. One copy of the survey is in English, while the other is in Spanish.

Since it is mandatory that all WIA local areas measure the customer satisfaction levels of all clients, staff of the Los Angeles County Workforce Investment Board (WIB) developed this survey. Youth providers are required to have their clients complete this survey upon exit from the WIA Youth Program. The original copy of the survey must be placed in the client's case file. A second copy (photocopy) of the survey must be mailed to:

**Los Angeles County
Community and Senior Services
3175 West Sixth Street
Los Angeles, CA 90020
Attn: Carmen Salinas**

The surveys must be received by the 20th day of the month following the end of the quarter in which the participant exited.

If you have any questions, please contact Carmen Salinas, MIS Analyst at **(213) 738-4404**.

KENNETH KESSLER, Director
Workforce Investment Programs

attachments