



# LOS ANGELES COUNTY YOUTH BULLETIN

**NUMBER: YTH02-06**

**SUBJECT: WIA YOUTH CUSTOMER SERVICE SURVEYS**

**DATE: 02/12/02**

**EFFECTIVE DATE: IMMEDIATELY**

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To: ALL WIA YOUTH SERVICE PROVIDERS

The purpose of this bulletin is to remind all Los Angeles County WIA Youth providers that per Bulletin YTH01-26, released on 7/09/2001, it is **mandatory** to have the attached customer service survey available to all clients. Each client must be informed of the availability of the surveys, as they must be able to fill one out at any time. Once the survey is completed, it must be mailed to the following address:

**Community and Senior Services  
Los Angeles County  
3175 West 6<sup>th</sup> Street, Box 112  
Los Angeles, CA 90020  
Attn: Carmen Salinas**

In addition, please inform your clients that staff of the Los Angeles County WIB may be mailing a survey to them. It is imperative that they complete the survey and return it by mail. Customer satisfaction scores will be calculated for each service provider based on the results of the surveys.

If you have any questions, please contact Michael Arredondo, Supervisor of the MIS Unit at **(213) 738-2786**.

JOSIE MARQUEZ, Acting Director  
Employment and Training Programs

Attachment