

Los Angeles WorkSource System Exited Adult Participant Customer Satisfaction Survey

2010-2011

Prepared for: City of Los Angeles

Workforce Investment Board



Community Development Department



Authors:

Deborah D. Heisley, Ph.D.

Richard W. Moore, Ph.D.

Bobby Keo

The College of Business Economics
California State University
Northridge

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OVERVIEW

The City of Los Angeles Workforce Investment Board contracted with California State University, Northridge to conduct a customer satisfaction study of previously enrolled clients who exited from its WorkSource Centers in the last quarter of the 2010-11 program year. The results of the survey show high levels of satisfaction (8.32 on a 10 point scale), and substantial variation between centers. Satisfaction was driven primarily by whether or not the centers were able to help clients find jobs, and by staff performance. In this report we provide a detailed analysis of the results, including data for each WorkSource Center.

METHOD

In July 2011, we completed 450, five-minute telephone interviews from a sampling list of 1,000 previously enrolled exiters (45% response rate). It is important to note that this list was of clients who were formally enrolled in the WorkForce Investment Act (WIA) program and did not include universal clients who were not enrolled in the program. Labor market outcomes used in the federal measures of L.A. City's performance in the WIA program are based on these formally enrolled clients, who exited the program. The sample list was drawn proportionally from all the WorkSource Centers and included enrolled clients who exited in the last quarter of 2010-2011 program year (see Appendix A: Number of Respondents by Center and Appendix H: Questionnaire). Each individual was called a minimum of three times with both day and evening calls before classifying the exiter as non-responsive.

Overall client satisfaction was measured using a single question ("On 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 _____ Center?"). If clients expressed high satisfaction or dissatisfaction (9 or higher or less than 5 respectively), they were asked to explain the source of their high or low satisfactions. Besides overall satisfaction we asked three related satisfaction questions from the American Customer Satisfaction Index (ASCI) (www.theacsi.org):

- The extent to which the services met expectations
 - "1" being "falls short" and "10" being "exceeds all"
- A comparison of services received compared to the ideal
 - "1" being "not very close" and "10" being "very close"
- Finally we ask if the client would recommend this center to someone like themselves

The exiters were asked if the center helped them find a job and, if so, how satisfied they were with that job compared to their previous job ("1" being "very dissatisfied" and "10" being "very satisfied"). Secondary to satisfaction were questions on employment status including:

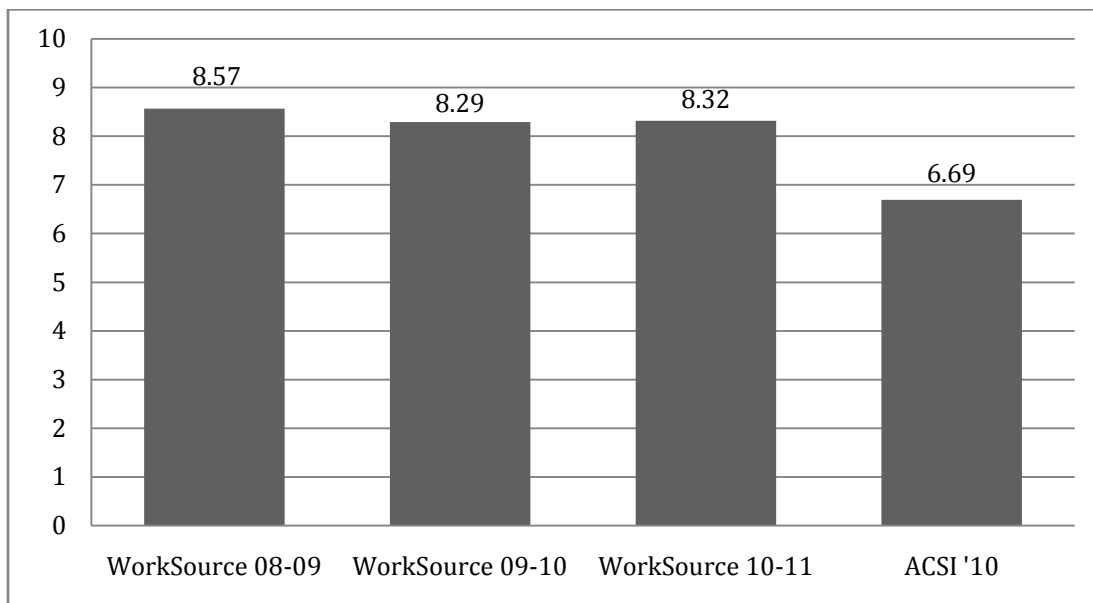
- Current employment status
- Current number of employers
- Current efforts in seeking employment

FINDINGS

Overall Satisfaction

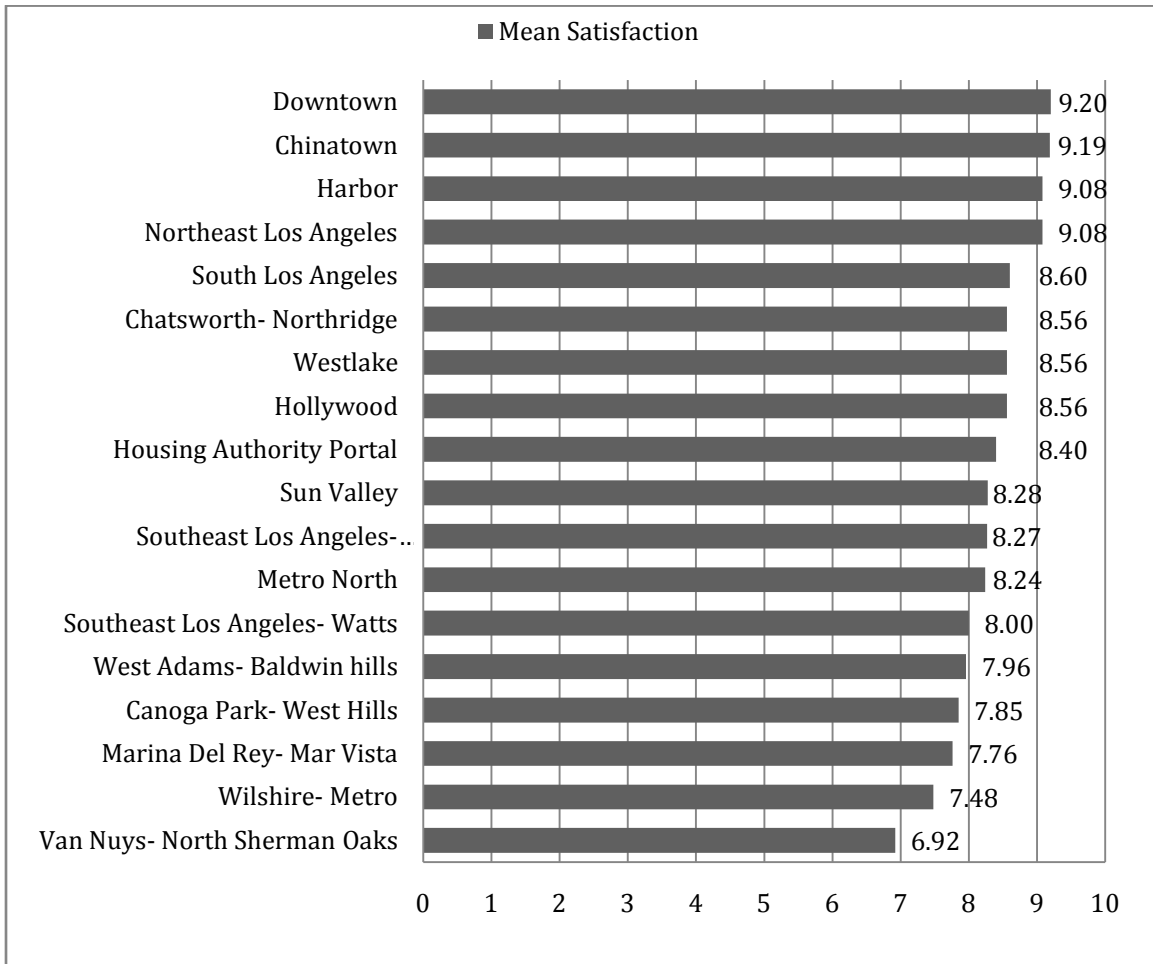
Overall, WorkSource Center exiters reported high levels of satisfaction. When respondents were asked “What is your overall satisfaction with the services provided?” the average response was an impressive 8.32. This compares very favorably with the average 2010 ACSI satisfaction with public services, which was just 6.69 (ACSI, Jan. 25, 2011).¹ Compared to a similar survey in 2009-2010, satisfaction is up slightly from an average of 8.29, but still somewhat down from 2008-2009’s average of 8.57. Overall satisfaction by WorkSource center for 2010-2011 is displayed in Figure 2 and comparisons to both 2008-2009 and 2009-2010 are reported in Appendix B.

Figure 1: Overall Satisfaction Benchmarks



¹ http://www.theacsi.org/index.php?option=com_content&view=article&id=132:other-public-sector-scores&catid=14&Itemid=196

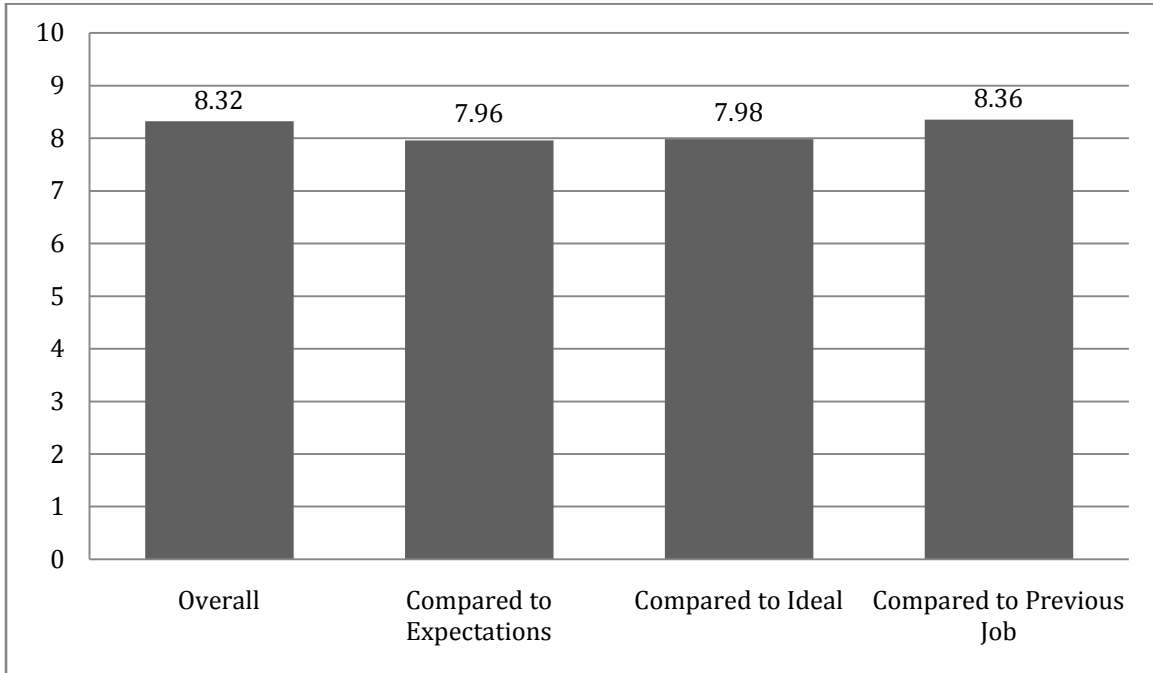
Figure 2: Overall Satisfaction by Center 2010-2011



Related Satisfaction Measures

Figure 3 compares overall satisfaction to the three related satisfaction measures. A correlation analysis indicated strong positive relationships among the measures (1.0 indicates a perfect positive relationship and zero indicates no relationship at all). Consistent with satisfaction theory, satisfaction is driven to a large degree by expectations. The centers' performance delivered on expectations very well with an average of 7.96, and expectations were highly related to overall satisfaction (correlation of .820). The centers also fared well with respect to the ideal experience envisioned by the enrolled clients with an overall score of 7.98. This ideal experience also had a significant relationship to overall satisfaction (correlation of .789). Finally, when the center helped clients find a job, the clients tended to be quite satisfied with their new job (8.36) compared to their previous job, and this was significantly related to overall satisfaction (correlation of .521), but not to the degree of expectations or comparisons to an ideal (see Appendix C: Correlations Matrix).

Figure 3: Related Satisfaction Measures 2010-2011



Another measure of satisfaction was whether the respondents would recommend the center to someone like themselves. As seen in Figure 4 below, a large majority (87.1%) of respondents would recommend the center, as opposed to only 11.6% of respondents who would not, and 1.3% that were unsure. This again indicates a high level of customer satisfaction.

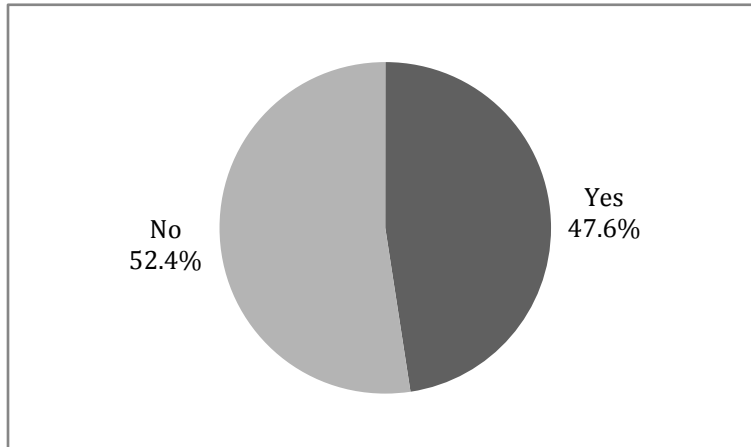
Figure 4: Percent Reporting that They Would Recommend the Center 2010-2011



Job Attainment

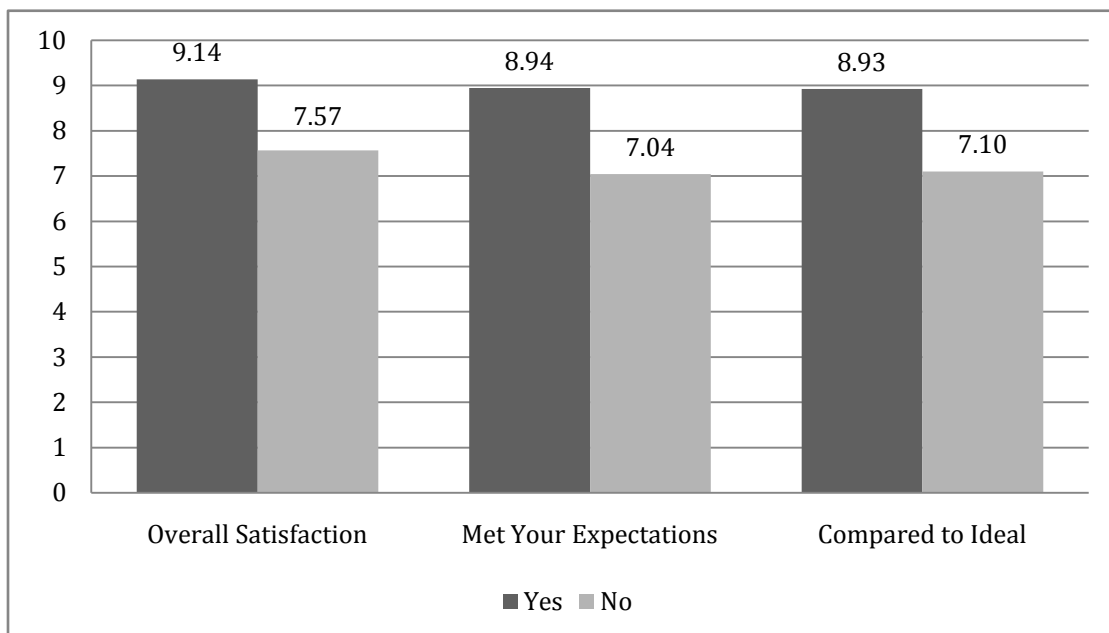
Fifty-two percent of the enrolled clients reported that the center did not help them find a job and forty-seven percent reported that the center did help them find a job (see Figure 5 below and Appendix D: Job Attainment by Center).

Figure 5: Percent Reporting that the Center Helped Them Find a Job 2010-2011



As illustrated in Figure 6 below, clients whom reported that the center did help them find a job were significantly more satisfied overall (9.14 vs. 7.57), compared to their expectations being met (8.94 vs. 7.04), and compared to their ideal (8.93 vs. 7.10). All three differences were highly statistically significant at the .000 levels.

Figure 6: Found a Job through a WorkSource Center and Satisfaction 2010-2011



Reasons for Satisfaction/Dissatisfaction with Services

If enrolled clients rated their overall satisfaction at 9 or higher (276 clients) or 5 or lower (68 clients) they were asked to provide the reason for their satisfaction or dissatisfaction (see Figures 7 and 8 below for summary data and Appendix E and F for center level data).

The most common reason given by satisfied clients, for their high level of satisfaction was their experience with the staff or counselors (26.7%). In addition, satisfied enrolled clients attributed their satisfaction to the resources and quality of job listings provided by the center to support their job search (15.5%), other supportive services (12.9%), or actually getting a job through the center (11.1%).

The most common reason given by clients for their dissatisfaction was also their experience with the staff (21.1%), and an additional 20.3% of dissatisfied clients cited not finding a job through the center as a reason for their dissatisfaction.

Figure 7: Reason Satisfied with Service 2010-2011

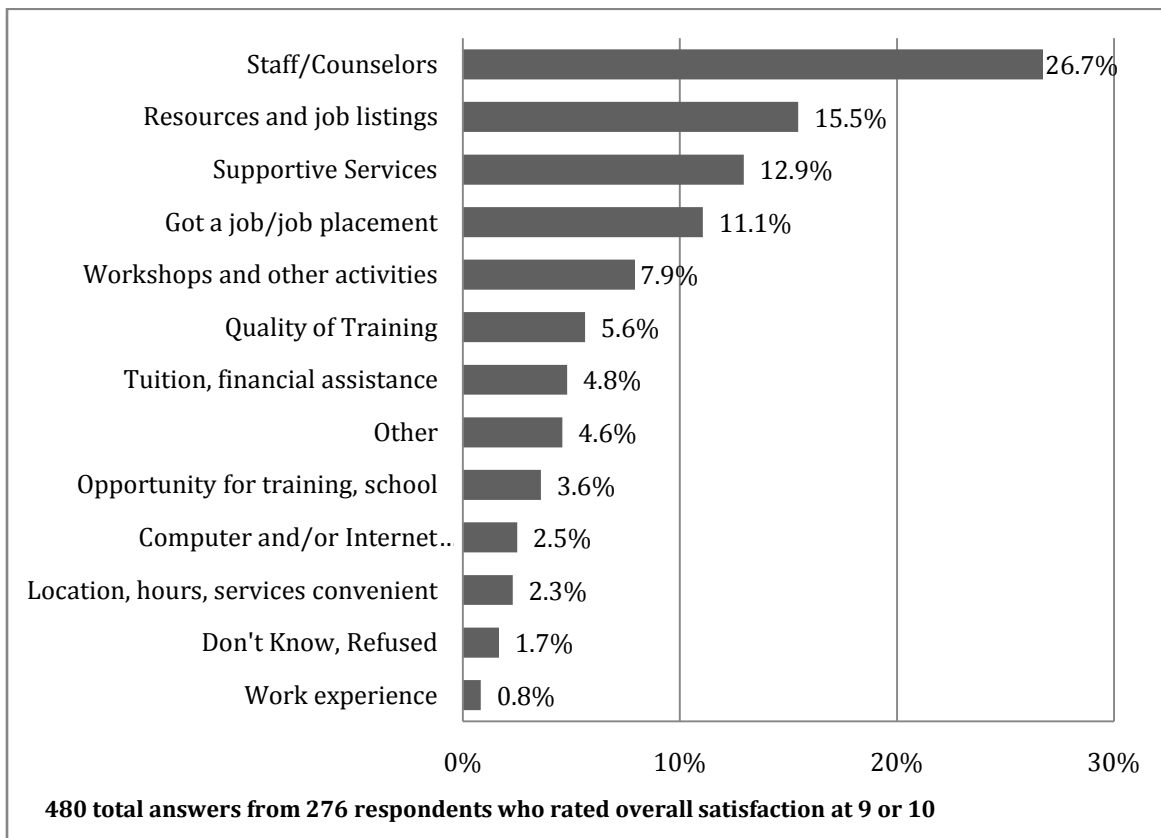
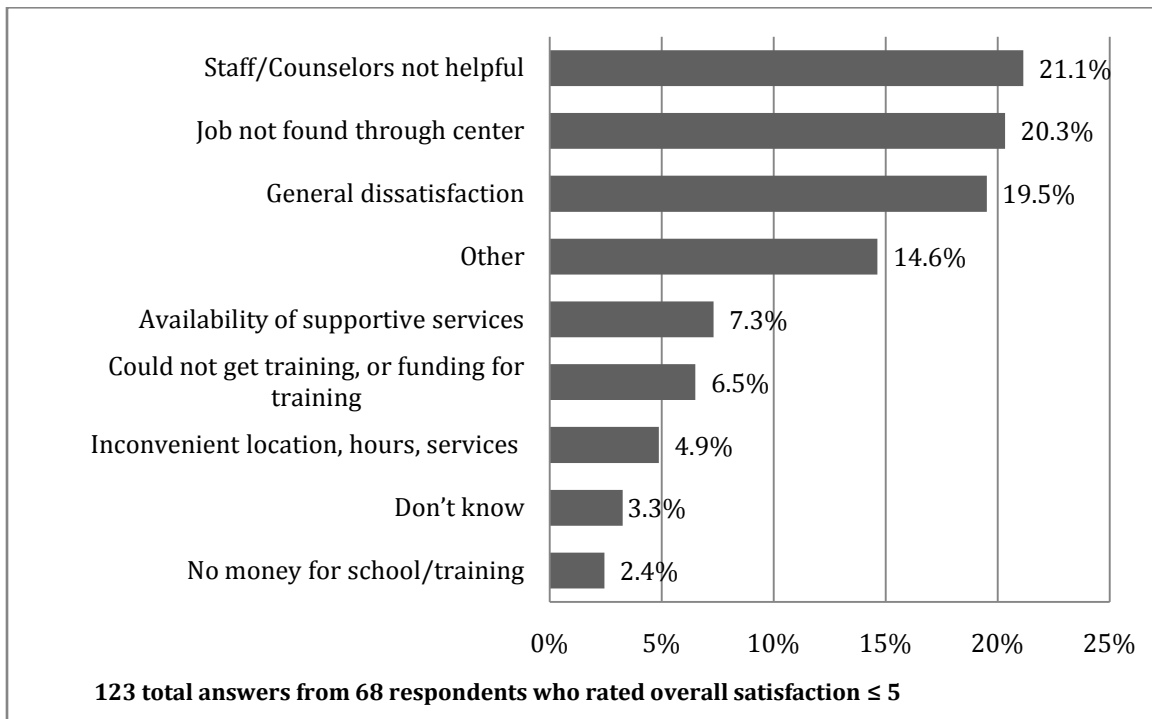


Figure 8: Reason Dissatisfied with Service 2010-2011



Employment

Table 1 provides the number and percent of exited participants according to their employment status (full-time, part-time or not employed) and whether or not they were currently seeking full-time employment. Fifty-five percent of the participants were currently employed full-time, 18% were employed part-time, and 27% were not employed. Employment status by center is reported in Appendix G. Fifty percent of exited participants reported that they were currently looking for work, and the other 50% reported that they were not, showing an even split between the two.

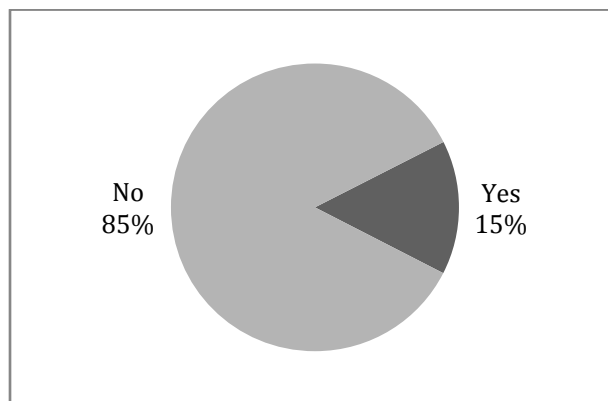
Table 1: Seeking Full-time Employment by Current Employment Status 2010-2011

		Full-time	Part-time	Not Employed	Refused	Total
Seeking Full-time Employment	Yes	16% (72)	10% (45)	23.1% (104)	0.4% (2)	49.6% (223)
	No	38.4% (173)	7.6% (34)	3.6% (16)	0.2% (1)	49.8% (224)
	Refused/Don't know	0.4% (2)	0% (0)	0% (0)	0.2% (1)	0.6% (3)
	Total	54.9% (247)	17.6% (79)	26.7% (120)	0.8% (4)	100% (450)

It is critical to recognize that 23% of the exiters surveyed are unemployed and still seeking work. An additional 16% are working full-time and seeking work, perhaps indicating that they are dissatisfied with their current employment. Ten percent were working part-time and seeking full-time work as well. Overall, about half are actively seeking employment. These findings indicate a significant need for additional follow up services. Some exiters may be working part-time involuntarily and would benefit from additional assistance to find full-time work. Some exiters appear dissatisfied with the full-time employment they found after WIA services, and could use assistance in finding a position that suits them better. Finally, these results suggest that performance on federal measures, particularly retention in employment, could be at risk since almost 30% of surveyed exited participants are unemployed. While we cannot tell from the survey how many of the currently unemployed surveyed exiters were employed at exit (and hence included in the base population for the retention measure), the unemployment rate for exiters is high enough to warrant attention. Similarly, if all these surveyed exiters were unemployed at exit, it suggests that achieving the entered employment goal may be at risk. In any case, this population could benefit from further services from Work Source Centers to help them find the employment they are seeking.

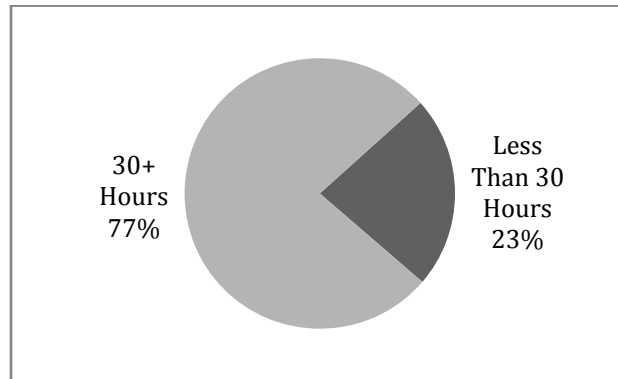
Fifteen percent of respondents held more than one job, indicating that some exiters may be patching together multiple part-time jobs to achieve an adequate income (see Figure 9).

Figure 9: More Than One Employer 2010-2011



Finally, 77% of respondents reported that they worked 30 or more hours in the previous week for their primary employer. The other 23% reported that they worked less than 30 hours during the previous week for their primary employer (see Figure 10).

Figure 10: Hours Worked For Primary Employer Previous Week 2010-2011



CONCLUSION

Overall, these results demonstrate that the WorkSource system continued to generate high levels of satisfaction among its clients. The ability of the WorkSource Centers to help enrolled clients find jobs and the performance of staff principally drove satisfaction. In addition, in this difficult labor market, participants' perceptions about the quality of job listings were important to satisfaction.

Looking across all centers, we see that overall satisfaction ranged from 9.20 to 6.92, indicating that some centers were doing much better than others at generating customer satisfaction. So while overall satisfaction was high in the system, there is room to improve at the center level. The study shows that centers can increase customer satisfaction by helping clients find jobs (especially jobs that compare favorably with clients' previous positions), understanding what clients value the most in terms of assistance attaining that goal, and managing clients' expectations.

Finally, exited participants reported their employment status and employment seeking behavior. We note that only 55% of exiters surveyed reported full-time employment. A substantial number were unemployed and still seeking work; others were working part-time but wanted full-time work. The city should explore how WorkSource Centers can use follow up systems to identify clients who are struggling in the labor market and support them with additional services. This activity will ultimately increase satisfaction, improve performance on federal measures, and help the clients.

APPENDICES

Appendix A: Number of Respondents by Center² 2010-2011

WorkSource Center	Frequency
Canoga Park- West Hills	26
Northeast Los Angeles	25
Van Nuys- North Sherman Oaks	25
Chatsworth- Northridge	25
Chinatown	21
Downtown	25
Harbor	25
Hollywood	25
Housing Authority Portal	25
Marina Del Rey- Mar Vista	25
Metro North	25
South Los Angeles	25
Southeast Los Angeles- Crenshaw	26
Southeast Los Angeles- Watts	26
Sun Valley	25
West Adams- Baldwin Hills	26
Westlake	25
Wilshire- Metro	25
Total	450

² Sample was 1,000 exited clients with 450 completed surveys.

Appendix B: Overall Satisfaction by Center Compared to 2008-2009, 2009-2010

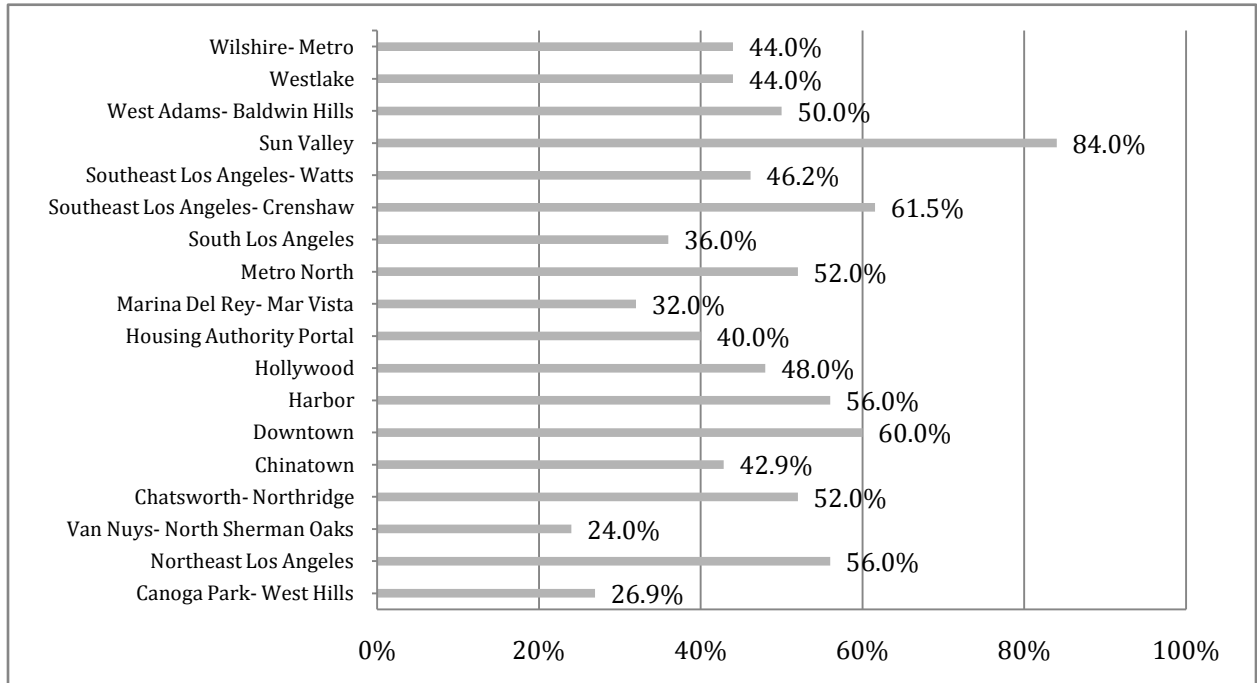
WorkSource Center	2008-2009	2009-2010	2010-2011
Downtown	8.40	7.80	9.20
Chinatown	9.00	8.64	9.19
Northeast Los Angeles	8.40	8.52	9.08
Harbor	8.70	8.92	9.08
South Los Angeles	9.30	8.69	8.60
Hollywood	8.70	6.50	8.56
Westlake	9.00	8.25	8.56
Chatsworth- Northridge	8.40	7.68	8.56
Housing Authority Portal	9.10	8.42	8.40
Sun Valley	8.00	9.33	8.28
Southeast Los Angeles- Crenshaw	8.80	8.59	8.27
Metro North	9.30	9.44	8.24
Southeast Los Angeles- Watts	9.10	8.04	8.00
West Adams- Baldwin hills	8.50	8.44	7.96
Canoga Park- West Hills	7.70	7.00	7.85
Marina Del Rey- Mar Vista	7.20	8.68	7.76
Wilshire- Metro	9.30	9.00	7.48
Van Nuys- North Sherman Oaks	7.40	7.32	6.92
Total	8.57	8.29	8.32

Appendix C: Correlations Matrix 2010-2011

		Met Your Expectations	Compared to ideal	Satisfaction with job found compared to previous job
Overall Satisfaction	Pearson Correlations	0.820	0.789	0.521
	Sample Size	450	450	214

Note: The correlation indicates the strength of the relationships between measures, with 1.0 indicating a perfect positive relationship and zero indicating no relationship at all. All three correlations were statistically significant at the .000 level.

Appendix D: Percent Reporting that the Center Helped Them Find a Job by Center 2010-2011



Appendix E: Reasons Satisfied by Center 2010-2011

WorkSource Center		Computer and/or Internet accessible	Quality of training	Staff, counselors accessible, helpful, professional	Resources: Resume help, job listings, etc.	Workshops, seminars, orientation, support groups	Location, hours, services convenient	Opportunity for training, school	Tuition, financial assistance	Work experience	Got a job/job placement	Supportive services	Other	Don't Know, Refused	Count/Percent Total/Answers
Canoga Park- West Hills	Count	0	1	6	4	5	2	1	3	0	2	2	1	0	27
	% within WorkSource Center	0.0%	7.7%	46.2%	30.8%	38.5%	15.4%	7.7%	23.1%	0.0%	15.4%	15.4%	7.7%	0.0%	5.6%
Northeast Los Angeles	Count	3	0	8	2	3	1	1	1	0	2	6	2	1	30
	% within WorkSource Center	15.8%	0.0%	42.1%	10.5%	15.8%	5.3%	5.3%	5.3%	0.0%	10.5%	31.6%	10.5%	5.3%	6.3%
Van Nuys- North Sherman Oaks	Count	0	1	4	3	2	0	1	1	0	0	2	0	0	14
	% within WorkSource Center	0.0%	12.5%	50.0%	37.5%	25.0%	0.0%	12.5%	12.5%	0.0%	0.0%	25.0%	0.0%	0.0%	2.9%
Chatsworth- Northridge	Count	1	3	11	5	2	2	2	1	1	4	1	2	0	35
	% within WorkSource Center	6.7%	20.0%	73.3%	33.3%	13.3%	13.3%	13.3%	6.7%	6.7%	26.7%	6.7%	13.3%	0.0%	7.3%
Chinatown	Count	0	0	9	5	2	0	0	1	0	4	3	1	0	25
	% within WorkSource Center	0.0%	0.0%	56.3%	31.3%	12.5%	0.0%	0.0%	6.3%	0.0%	25.0%	18.8%	6.3%	0.0%	5.2%
Downtown	Count	2	2	11	5	0	0	3	0	1	5	3	3	1	36
	% within WorkSource Center	10.0%	10.0%	55.0%	25.0%	0.0%	0.0%	15.0%	0.0%	5.0%	25.0%	15.0%	15.0%	5.0%	7.3%
Harbor	Count	2	4	9	3	4	1	1	2	1	4	2	2	0	35
	% within WorkSource Center	10.0%	20.0%	45.0%	15.0%	20.0%	5.0%	5.0%	10.0%	5.0%	20.0%	10.0%	10.0%	0.0%	7.3%
Hollywood	Count	0	2	6	4	2	0	4	4	0	6	5	2	0	35
	% within WorkSource Center	0.0%	10.5%	31.6%	21.1%	10.5%	0.0%	21.1%	21.1%	0.0%	31.6%	26.3%	10.5%	0.0%	7.3%
Housing Authority Portal	Count	0	3	7	6	2	0	0	0	0	2	6	1	0	27
	% within WorkSource Center	0.0%	16.7%	38.9%	33.3%	11.1%	0.0%	0.0%	0.0%	0.0%	11.1%	33.3%	5.6%	0.0%	5.6%
Marina Del Rey- Mar Vista	Count	1	3	5	7	4	0	1	0	0	1	3	0	0	25
	% within WorkSource Center	8.3%	25.0%	41.7%	58.3%	33.3%	0.0%	8.3%	0.0%	0.0%	8.3%	25.0%	0.0%	0.0%	5.2%
Metro North	Count	1	0	9	6	2	1	0	3	0	2	3	0	0	27
	% within WorkSource Center	7.1%	0.0%	64.3%	42.9%	14.3%	7.1%	0.0%	21.4%	0.0%	14.3%	21.4%	0.0%	0.0%	5.6%
South Los Angeles	Count	0	1	5	1	0	1	0	2	0	0	8	1	1	20
	% within WorkSource Center	0.0%	7.1%	35.7%	7.1%	0.0%	7.1%	0.0%	14.3%	0.0%	0.0%	57.1%	7.1%	7.1%	4.2%
Southeast Los Angeles- Crenshaw	Count	0	3	7	4	2	0	0	2	0	4	4	0	0	26
	% within WorkSource Center	0.0%	18.8%	43.8%	25.0%	12.5%	0.0%	0.0%	12.5%	0.0%	25.0%	25.0%	0.0%	0.0%	5.4%
Southeast Los Angeles- Watts	Count	0	1	6	6	0	0	1	0	0	3	0	3	1	21
	% within WorkSource Center	0.0%	6.7%	40.0%	40.0%	0.0%	0.0%	6.7%	0.0%	0.0%	20.0%	0.0%	20.0%	6.7%	4.4%
Sun Valley	Count	1	1	8	3	2	0	0	0	0	4	2	2	0	23
	% within WorkSource Center	6.3%	6.3%	50.0%	18.8%	12.5%	0.0%	0.0%	0.0%	0.0%	25.0%	12.5%	12.5%	0.0%	4.8%
West Adams- Baldwin Hills	Count	0	0	8	4	2	2	0	2	0	2	7	2	1	30
	% within WorkSource Center	0.0%	0.0%	61.5%	30.8%	15.4%	15.4%	0.0%	15.4%	0.0%	15.4%	53.8%	15.4%	7.7%	6.3%
Westlake	Count	0	1	8	4	2	0	2	1	1	3	4	0	1	27
	% within WorkSource Center	0.0%	5.9%	47.1%	23.5%	11.8%	0.0%	11.8%	5.9%	5.9%	17.6%	23.5%	0.0%	5.9%	5.6%
Wilshire- Metro	Count	1	1	1	2	2	1	0	0	0	5	1	0	2	16
	% within WorkSource Center	9.1%	9.1%	9.1%	18.2%	18.2%	9.1%	0.0%	0.0%	0.0%	45.5%	9.1%	0.0%	18.2%	3.3%
Total	Count	12	27	128	74	38	11	17	23	4	53	62	22	8	480
	% of answer total	2.5%	5.6%	26.7%	15.5%	7.9%	2.3%	3.6%	4.8%	0.8%	11.1%	12.9%	4.6%	1.7%	100.0%

Appendix F: Reasons Dissatisfied by Center 2010-2011

WorkSource Center		Staff, counselors	Job not found through center	Could not get training, or funding for training	General dissatisfaction	Inconvenient location, hours, services	No money for school/training	Availability of supportive services	Other	Don't know	Count/Percent Total Answers
Canoga Park- West Hills	Count	2	2	2	3	1	3	1	1	0	15
	% within WorkSource Center	33.3%	33.3%	33.3%	50.0%	16.7%	50.0%	16.7%	16.7%	0.0%	12.2%
Northeast Los Angeles	Count	1	1	1	0	0	0	0	1	0	4
	% within WorkSource Center	50.0%	50.0%	50.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	3.3%
Van Nuys- North Sherman Oaks	Count	3	4	1	4	0	0	1	0	1	14
	% within WorkSource Center	37.5%	50.0%	12.5%	50.0%	0.0%	0.0%	12.5%	0.0%	12.5%	11.4%
Chatsworth- Northridge	Count	0	1	0	0	0	0	0	0	1	2
	% within WorkSource Center	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	1.6%
Downtown	Count	1	0	0	0	0	0	0	0	0	1
	% within WorkSource Center	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%
Harbor	Count	1	0	1	0	1	0	1	1	0	5
	% within WorkSource Center	50.0%	0.0%	50.0%	0.0%	50.0%	0.0%	50.0%	50.0%	0.0%	4.1%
Hollywood	Count	3	1	0	1	0	0	2	1	0	8
	% within WorkSource Center	75.0%	25.0%	0.0%	25.0%	0.0%	0.0%	50.0%	25.0%	0.0%	6.5%
Housing Authority Portal	Count	1	1	1	1	2	0	1	2	0	9
	% within WorkSource Center	25.0%	25.0%	25.0%	25.0%	50.0%	0.0%	25.0%	50.0%	0.0%	7.3%
Marina Del Rey- Mar Vista	Count	5	1	0	3	0	0	0	2	0	11
	% within WorkSource Center	83.3%	16.7%	0.0%	50.0%	0.0%	0.0%	0.0%	33.3%	0.0%	8.9%
Metro North	Count	0	0	1	1	1	0	0	0	1	4
	% within WorkSource Center	0.0%	0.0%	33.3%	33.3%	33.3%	0.0%	0.0%	0.0%	33.3%	3.3%
South Los Angeles	Count	0	0	0	0	0	0	0	1	0	1
	% within WorkSource Center	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.8%
Southeast Los Angeles- Crenshaw	Count	2	3	0	1	0	0	1	1	0	8
	% within WorkSource Center	50.0%	75.0%	0.0%	25.0%	0.0%	0.0%	25.0%	25.0%	0.0%	6.5%
Southeast Los Angeles- Watts	Count	1	4	0	4	0	0	2	1	0	12
	% within WorkSource Center	14.3%	57.1%	0.0%	57.1%	0.0%	0.0%	28.6%	14.3%	0.0%	9.8%
Sun Valley	Count	2	1	0	1	0	0	0	1	0	5
	% within WorkSource Center	66.7%	33.3%	0.0%	33.3%	0.0%	0.0%	0.0%	33.3%	0.0%	4.1%
West Adams- Baldwin Hills	Count	2	2	0	2	0	0	0	3	0	9
	% within WorkSource Center	33.3%	33.3%	0.0%	33.3%	0.0%	0.0%	0.0%	50.0%	0.0%	7.3%
Westlake	Count	1	1	0	1	0	0	0	2	1	6
	% within WorkSource Center	25.0%	25.0%	0.0%	25.0%	0.0%	0.0%	0.0%	50.0%	25.0%	4.9%
Wilshire- Metro	Count	1	3	1	2	1	0	0	1	0	9
	% within WorkSource Center	20.0%	60.0%	20.0%	40.0%	20.0%	0.0%	0.0%	20.0%	0.0%	7.3%
Total	Count	26	25	8	24	6	3	9	18	4	123
	% of total answers	21.1%	20.3%	6.5%	19.5%	4.9%	2.4%	7.3%	14.6%	3.3%	100.0%

Appendix G: Current Employment Status by Center 2010-2011

WorkSource Center		Full-time	Part-time	Not Employed	Refused	Total
Canoga Park- West Hills	Count	15	3	8	0	26
	% within WorkSource Center	57.7%	11.5%	30.8%	0.0%	100.0%
Northeast Los Angeles	Count	10	7	8	0	25
	% within WorkSource Center	40.0%	28.0%	32.0%	0.0%	100.0%
Van Nuys- North Sherman Oaks	Count	12	4	9	0	25
	% within WorkSource Center	48.0%	16.0%	36.0%	0.0%	100.0%
Chatsworth- Northridge	Count	14	3	8	0	25
	% within WorkSource Center	56.0%	12.0%	32.0%	0.0%	100.0%
Chinatown	Count	15	3	3	0	21
	% within WorkSource Center	71.4%	14.3%	14.3%	0.0%	100.0%
Downtown	Count	15	4	6	0	25
	% within WorkSource Center	60.0%	16.0%	24.0%	0.0%	100.0%
Harbor	Count	16	6	3	0	25
	% within WorkSource Center	64.0%	24.0%	12.0%	0.0%	100.0%
Hollywood	Count	14	6	4	1	25
	% within WorkSource Center	56.0%	24.0%	16.0%	4.0%	100.0%
Housing Authority Portal	Count	14	6	5	0	25
	% within WorkSource Center	56.0%	24.0%	20.0%	0.0%	100.0%
Marina Del Rey- Mar Vista	Count	20	3	1	1	25
	% within WorkSource Center	80.0%	12.0%	4.0%	4.0%	100.0%
Metro North	Count	15	5	5	0	25
	% within WorkSource Center	60.0%	20.0%	20.0%	0.0%	100.0%
South Los Angeles	Count	12	2	9	2	25
	% within WorkSource Center	48.0%	8.0%	36.0%	8.0%	100.0%
Southeast Los Angeles- Crenshaw	Count	16	6	4	0	26
	% within WorkSource Center	61.5%	23.1%	15.4%	0.0%	100.0%
Southeast Los Angeles- Watts	Count	9	5	12	0	26
	% within WorkSource Center	34.6%	19.2%	46.2%	0.0%	100.0%
Sun Valley	Count	17	4	4	0	25
	% within WorkSource Center	68.0%	16.0%	16.0%	0.0%	100.0%
West Adams- Baldwin Hills	Count	11	4	11	0	26
	% within WorkSource Center	42.3%	15.4%	42.3%	0.0%	100.0%
Westlake	Count	10	6	9	0	25
	% within WorkSource Center	40.0%	24.0%	36.0%	0.0%	100.0%
Wilshire- Metro	Count	12	2	11	0	25
	% within WorkSource Center	48.0%	8.0%	44.0%	0.0%	100.0%
Total	Count	247	79	120	4	450
	% of total answers	54.9%	17.6%	26.7%	0.9%	100.0%



**LOS ANGELES WORKSOURCE CENTER
EXITED PARTICIPANT SURVEY
AUGUST 2011**

INTRODUCTION

Hello. My name is _____ and I am calling from Davis Research on behalf of the City of Los Angeles WorkSource Centers. According to their records, you received services from _____ with the last services provided in _____. If you have five minutes I'd like to ask you some questions about those services and about your current employment status. Your answers are very important to helping improve the quality of employment programs for other residents of the City of Los Angeles. Your answers will be kept strictly confidential.

1. I'd like to begin by asking you about your overall satisfaction with the program. On 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 _____ Center?

Very Dissatisfied										Very Satisfied	DK	REF
1	2	3	4	5	6	7	8	9	10	11	12	

2. 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 all of my expectations'.

Falls Short										Exceeds All	DK	REF	No Expectations
1	2	3	4	5	6	7	8	9	10	11	12	13	

3. Now I would like you to think about the ideal program for people in your circumstances. How well do you think the services you received compare with that ideal set of services? Now 1 means 'not very close to my ideal' and 10 means 'very close to my ideal'.

Not very close										Very Close	DK	REF	No Ideal
1	2	3	4	5	6	7	8	9	10	11	12	13	

Note: If participant answered 5 or lower or 9 or higher to question 1, refer back to question 1 and probe further.

4. If 5 or lower, why were you dissatisfied?
- a) Computer and/or Internet was not accessible
 - b) Staff, counselors were not sensitive, responsive, informative or helpful
 - c) Job not found through center, little or no help with job search, job listings or job placement
 - d) Could not get training, or funding for training
 - e) General dissatisfaction
 - f) Location, hours, services inconvenient
 - g) No money for school/training
 - h) Availability of supportive services (gas, childcare, uniforms, bus tokens)
 - i) Other:
 - j) Don't know
 - k) Refused

If 9 or higher, what did you find the most helpful

- a) Computer and/or Internet was not accessible
- b) Quality of training
- c) Staff, counselors accessible, helpful, professional
- d) Resources: Resume help, job listings, job search assistance, literature, office equipment, phones
- e) Workshops, seminars, orientation, support groups
- f) Location, hours, services convenient
- g) Opportunity for training, school
- h) Tuition, financial assistance
- i) Work experience
- j) Got a job/job placement
- k) Supportive services (gas, childcare, uniforms, bus tokens)
- l) Other:
- m) Don't know
- n) Refused

5. Did the _____ Center help you find a job?

- a) Yes (**Go to next question**)
- b) No (**Skip to Q7**)
- c) Don't know
- d) Refused

6. Think about the last job you had before you came in contact with the WorkSource center. Compared to that job, how satisfied are you with the job they helped you find?

Very Dissatisfied					Very Satisfied					N/A
1	2	3	4	5	6	7	8	9	10	11

EMPLOYMENT STATUS

7. Are you currently working?
 - a) Full time (30 or more hours a week)
 - b) Part time (Less than 30 hours a week)
 - c) Not Employed (**Go to Q10**)

8. Do you currently have more than one employer?
 - a) Yes (**go to next question**)
 - b) No (**Go to Q10**)

9. How many hours did you work for your primary employer last week?
 - a) 30 or more hours
 - b) less than 30 hours

10. (*Even if currently full-time employed*) Are you currently looking for full-time employment?
 - a) Yes (**Go to close**)
 - b) No (**Continue**)
 - c) Don't know
 - d) Refused

11. Would you recommend this Center to someone like yourself?
 - a) Yes
 - b) No

THANK YOU VERY MUCH FOR YOUR TIME!