DATE: September 21, 2016

TO: LA’s Workforce Development System

FROM: Jaime H. Pacheco-Orozco, Director
       Workforce Development System

SUBJECT: WDS DIRECTIVE NO. 17-06
          WORKSOURCE CENTER ASSESSMENT SURVEY

EFFECTIVE DATE
This directive is effective upon date of issue.

PURPOSE
The purpose of this directive is to provide the WorkSource Center Assessment Survey which will be used to inform the Economic and Workforce Development Department’s (EWDD) Employer Services Unit (ESU) of the current employer engagement and employer services practices of each WorkSource Center. In addition, the information gathered in the survey will assist the ESU in identifying ways to help increase the capacity of the Workforce System to better serve and meet the hiring needs of employers.

BACKGROUND
In anticipation of the new Workforce Innovation and Opportunity Act (WIOA) regulations for Employer Services, the ESU needs to track data in several Employer Services categories:

- Employer Information and Support Services
- Workforce Recruitment Assistance
- Training Services
- Employer Penetration Rate

Additionally, the ESU will be placing a greater emphasis on the seven policy strategies emphasized in California’s Unified Strategic Workforce Development Plan for 2016:

- Sector-based strategies
- Career pathways
- *Earn and Learn*
- Organizing regionally
- Providing supportive services
- Building cross-system data capacity
- Braiding resources and integrating services
As such, the ESU is requesting that each WorkSource Center’s Program Director and Business Services Representative separately fill out an assessment survey to give the ESU a clearer picture of the WorkSource Centers’ current status, including:

- Self-rating of Employer Services provided
- Type of employer engagement practices utilized
- WorkSource Center’s sector-based strategy
- Ability to work collaboratively with other WorkSource Centers
- Tools and resources utilized
- Types of training and technical assistance that could be provided by the ESU

**REQUIRED ACTION**
Both the Program Director and the Business Services Representative shall each separately fill out a copy of the attached survey, as completely as possible, and return both copies via e-mail to Désirée Guzzetta, Employer Services Unit, at desiree.guzzetta@lacity.org.

**DEadline for response**
The deadline for response is Friday, September 30, 2016.

**WDS Contact**
If you have any questions or require further information, please contact Désirée Guzzetta at (213) 744-7191, or TTY (213) 744-9395.

JHP:DG
Attachment: WorkSource Center Assessment Survey
**CITY OF LOS ANGELES ECONOMIC AND WORKFORCE DEVELOPMENT DEPARTMENT**
**EMPLOYER SERVICES WORKSOURCE SYSTEM QUESTIONNAIRE**

**Date:**

**WorkSource Center:**

**Name and Title of Respondent:**

**Instructions:** Please e-mail completed questionnaire to desiree.guzetta@lacity.org by October 6, 2016

**EMPLOYER SERVICES**

Please rate your expertise in delivering the following employer services:

<table>
<thead>
<tr>
<th>Employer Service</th>
<th>Please rate on a scale of 1-5, with 5 being highest</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistance on Hiring People with Disabilities</td>
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<td></td>
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<tr>
<td>Completing Business Needs Assessment with action plan</td>
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<tr>
<td>Develop Job Description</td>
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<tr>
<td>Human Resources Assistance</td>
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<tr>
<td>Identifying Career Ladders</td>
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<tr>
<td>Implement Customized Incumbent Worker Training Project</td>
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<tr>
<td>Implement Customized Recruitment</td>
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<tr>
<td>Industry Focus Group</td>
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<tr>
<td>Labor Market Information</td>
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<tr>
<td>Layoff Aversion</td>
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<tr>
<td>Placement/Hire</td>
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<td>Rapid Response</td>
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<td>Research</td>
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<td>Resource Center Use</td>
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<td>Speaker Services Provided to Employers</td>
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<tr>
<td>Tracking Employee Information for Employer</td>
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<tr>
<td>On-the-Job Training</td>
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<td></td>
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<tr>
<td>Other:</td>
<td></td>
<td></td>
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</tbody>
</table>

List the top five services your agency provided to employers during the last program year:

1.                                                                                   
2.                                                                                   
3.                                                                                   
4.                                                                                   
5.                                                                                   
EMPLOYER ENGAGEMENT

1. How many new employers did your agency outreach to in the last program year?

2. Do you consult with a group of employers to make Workforce training decisions? Why or why not?

3. List your top three “best practices” for engaging employers:
   1. 
   2. 
   3. 

4. List three of your greatest challenges in engaging employers:
   1. 
   2. 
   3. 

SECTOR-BASED STRATEGY

1. What sectors do you specialize in?

2. What have you done in terms of serving as a sector intermediary?

3. What employers are you working with in the above sectors?

4. What are the challenges of a sector-based strategy in your area?

5. What support could Employer Services provide to meet the needs of the sectors serviced in your area?

6. Please share any insights and reactions you have received regarding On-the-Job Training (OJT) from employers in your industry sector(s). What would make the OJT program more effective?

7. From your exchange with employers/businesses, are there areas where your WorkSource Center could improve meeting employer/business needs?

8. Do you participate in any industry councils in your sectors? If so, which one(s)?
**SYSTEM-WIDE COLLABORATION**

1. If you have collaborated with other WorkSource Centers to help facilitate the hiring needs of an employer, what were the benefits and challenges of that collaboration?

2. If EWDD asked your agency to take the lead as the employer intermediary for an employer with a very large job order and engage all 17 WorkSource Centers, what resources would best help to promote and facilitate system-wide collaboration? What type of support could Employer Services provide in facilitating system-wide collaboration, in general?

**TOOLS AND RESOURCES**

1. In what capacity do you utilize JobsLA™ and/or CalJobsSM?

2. What tools or resources would help you better serve employers?

**TRAINING AND TECHNICAL ASSISTANCE**

1. What type of training or technical assistance could WorkSource Centers benefit from?

2. What would help improve or build the capacity of the entire system to better meet the needs of employers?

3. What specific support could the Employer Services Unit provide to your program(s)?

**OTHER SUGGESTIONS, INSIGHTS, RECOMMENDATIONS?**

Please provide any other suggestions, insights, or recommendations: