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DATE: August 21, 2019

TO: LA's Workforce Development System

FROM: Gerardo Ruvalcaba, Director
Workforce Development System

**SUBJECT: WDS INFORMATION BULLETIN No. 20-03
TEXT MESSAGE SURVEY OF WORKSOURCE PARTICIPANTS**

EFFECTIVE DATE

This bulletin is effective upon issuance.

PURPOSE

This bulletin provides information regarding an upcoming text message survey of WorkSource Center customers.

BACKGROUND

EWDD in partnership with the Mayor's Office will be sending out a short text message survey to WorkSource Center participants. Similar to the telephone and intercept surveys currently conducted, the text message survey will gauge client engagement and outcomes. The survey will also ask questions to learn about perspectives regarding the IEP, as that is a key step in a participant's path to gaining employment. Lastly, EWDD is interested in learning whether text surveys are an effective method for surveying WorkSource Center participants, which could potentially complement our current surveying efforts. Results of this survey are for information only and will not be included in the annual performance evaluation.

EWDD CONTACT

Please contact your assigned program monitor if you have any questions about this information bulletin.

GR:TJ:cg