

August 15, 2001

WORKFORCE INVESTMENT ACT (WIA)
STATE ADMINISTRATIVE ENTITY (SAE)
SAE INFORMATION NOTICE No. 55-01
(SIN No. 55-01)

SUBJECT: CUSTOMER SATISFACTION SURVEY NOTIFICATION TO PARTICIPANTS

1. **PURPOSE:** To transmit requirements and instructions for notifying customers that they could possibly receive a phone call within 60 days after exit to participate in a customer satisfaction survey.
2. **BACKGROUND:** The Workforce Investment Act of 1998, Section 136, Training and Employment Guidance Letter (TEGL) No. 7-99, "Guidance on Obtaining Customer Satisfaction Results for Participants and Employers Receiving Services Under Title I of the Workforce Investment Act (WIA)," the Federal Register of August 11, 2000 (Volume 65, Number 156) describe core indicators of performance and their application to workforce investment activities in adult, dislocated worker, and youth programs. TEGL 7-99 specifies that each state is responsible for obtaining customer satisfaction outcomes for registered participants who exit the program and for employers who received substantial services involving personal contact with One-Stop staff such as staff facilitated job orders, customized job training, customized labor market information requests, and on-the-job training activities. For employers, the priority service should be used for surveying. The results of the surveys are to be reported to the United States Department of Labor (USDOL). Required data elements and parameters for the surveys are described in TEGL 7-99.

DISTRIBUTION:

NM State and Local WDB Chairpersons
SAE NMDOL EO Officer
NMWDAs/LWDBs Subrecipients

SAE NMDOL Legal Counsel
NMWDAs/LWDBs Administrative Staff
USDOL Federal Representative

3. **ACTION:** Service providers are required to make WIA participants and employers aware that they may receive a customer satisfaction survey phone call from the State Administrative Entity (SAE). At the time of participant exit, service providers should assure that the phone number information is current. TEGL 7-99 states that participant and employer customer satisfaction responses must be collected by telephone interviews; alternative methods are allowable in certain cases. Participants are to be contacted by the SAE as soon as possible after the date of exit and no later than 60 days after the date of an exit. Registered individuals who exit the program due to non-participation in services for 90 days should be contacted no later than 60 days after the 90 days since the last date of service have elapsed. Employers should be contacted as soon as possible after the completion of the service and no later than 60 days after the completion of the service.
4. **EFFECTIVE DATE:** This Notice is effective immediately and shall remain in effect until further notice.
5. **RESCISSIONS:** None.
6. **CONTACT:** Inquiries regarding this notice should be directed to the Job Training Division in Santa Fe at (505) 827-6827.

CLINTON D. HARDEN, JR.
Secretary