

ONE STOP SYSTEM ISSUES ATTACHMENT

1) Market Penetration Rates

Definition – The percentage of employers and job seekers that are served through the One-Stop compared to the available population of employers and job seekers.

Method – Compare the number of persons unemployed with the unduplicated number of persons served by the One-Stop.

Compare the number of employers (EDD annual report) with the unduplicated number of employers served by One-Stop partners.

Compare the number of jobs listed as a percent of the number of total job openings.

2) Service Utilization Rates

Definition – The rate of usage by employers and job seekers of each of the services available through the One-Stop.

Method – Compare the number of people using services – resource center, website, enrolled in core, intensive or training services, youth served – with the planned number submitted to the State in the annual plan update. Set standards for increased usage.

3) Repeat Usage by Customers –

Definition – The number of times in a year the employer and job seeker customer reuses a service offered by the One-Stop.

Method – Survey both employer and job seeker customers asking them the number of times they returned to the One-Stop for service.

4) Customer Satisfaction –

Definition – How satisfied a customer is with each service accessed through the One-Stop, and how often they repeat usage or refer others.

Method – Consider State reports and other customer feedback tools. How many individuals came to the One-Stop based on “word of mouth”.

5) Cost Effectiveness –

Definition – The cost of individual service determined by dividing the numbers served by the One-Stop expenditures.

Method – Use the financial reports for program expenditures divided by enrollment and usage reports.

6) Return On Investment –

Definition – For each federal and state dollar received, the return to the local economy in terms of wages earned, public support dollar saved, and taxes paid.

Method – develop special studies to determine the results of job placements. Use job retention rates as an additional indicator of success.

7) Equity of Access –

Definition – The rate at which diverse populations are served by all services available through the One-Stop.

Method – Determine the demographic characteristics of the job seekers served by the One-Stop and compare with the characteristics of the population in general in the County (census data).

Other Questions:

- 8) How will the mechanism work for making recommendations for service improvements? As issues surface from the data and success indicators, how will the committee make improvement suggestions?
- 9) It is important to the system that partners are satisfied with their investment, their participation, and the improvement in services and documentation. Would the committee want to develop some kind of system or indicators of partner customer satisfaction?