



**GUAM WORKFORCE INVESTMENT BOARD
RESOLUTION NO. 13-008**

***A RESOLUTION RELATIVE TO THE APPROVAL OF THE GUAM EMPLOYMENT
SERVICE CUSTOMER SATISFACTION SURVEY
GWIB BRIEFING SERIES 2013-005***

WHEREAS, Guam submitted its 5-year Workforce Integrated Plan for PY2012-2016 on September 17, 2012 for Guam's Workforce Integrated Plan for WIA Title 1B and Wagner-Peyser Act. Applicable Work Area(s) in the State Plan for Wagner Peyser are: WA 301 Industry Clusters and Collaborators; Sub WA 301.1 Alien Labor, Guam Employment Service Labor Market Testing Enhancements; WA307 – Public Employment Service (Guam Employment Service-GES; WA Sub WA307.1 – Job Development Wagner-Peyser; Sub WA 307.2 Case Management and Sub WA 307.6 – GES Outreach and WA901-911, identifies Program and Project Support and Administration, for a sound and effective workforce reporting system.

WHEREAS, TEGL 21-11 provided instructions for submitting the Workforce Investment Act and Wagner-Peyser Act State Plan for Program Years 2012-2016.

WHEREAS, Resolution 11-02 designates the Agency for Human Resources Development (AHRD) as the Operator of the One Stop Career Center.

WHEREAS, the Guam Department of Labor (GDOL) is a required partner of the One Stop Career Center (OSCC) delivery system as outlined in the Memorandum of Understanding between the Guam Workforce Investment Board and the Guam One Stop Career Center Partners. (WIA, 1998 Section 121 (c) (2)(A). The GDOL has represented programs, one being the Guam Employment Service (GES) Wagner Peyser.

WHEREAS, Federal Register Part III - US DOL ETA Employment Service and America's Labor Market Information System; Labor Exchange Performance Measures, established under Wagner-Peyser Act sec. 3(a), 29 U.S.C. 49b(a), is the Guam Department of Labor (GDOL) Guam Employment Services (GES) to conduct the customer satisfaction survey.

WHEREAS, as outlined in the Wagner-Peyser Act, as amended by the Workforce Investment Act, Section b. System Responsibilities, subsection (b) and (c) Annual Plan, to include a report on the results of an annual consumer satisfaction review concerning the performance of the system, GES is to use the survey as a specific requirement of annual services. One of these surveys conducted is for the Excellent Customer Services to include online services provided and this requirement is in the 5-year Strategic Plan for PY2012-2016 for WIA and Wagner-Peyser.

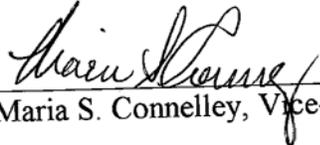
RESOLUTION

NOW, THEREFORE BE IT RESOLVED, the Guam Workforce Investment Board (GWIB) adopts GWIB-13-008, for Guam Employment Service Customer Satisfaction Survey.

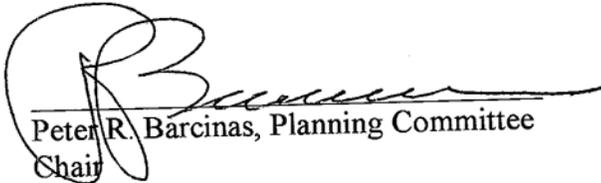
Adopted this 28th day of February, 2013

ATTESTED:

For the GUAM WORKFORCE INVESTMENT BOARD



Maria S. Connelley, Vice-Chair



Peter R. Barcinas, Planning Committee
Chair