

MASSACHUSETTS  
**Workforce Investment Act**  
STEERING COMMITTEE

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**WIA Communication No. 00-39**

Policy  Information

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**To:** Chief Elected Officials  
Workforce Investment Board Chairs  
Workforce Investment Board Directors  
Area Directors or Designee  
Career Center Directors  
DET Regional Directors  
DET Area Directors

**cc:** WIA State Partners

**From:** Angelo Buonopane, Director  
Department of Labor and Workforce Development

**Date:** October 12, 2000

**Subject:** Training and Employment Guidance Letter #6-00  
Guidance on Obtaining Customer Satisfaction Results for Participants and  
Employers receiving services under Title I of the WIA

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For your information, the U.S. Department of Labor's Employment and Training Administration has issued **Training and Employment Guidance Letter #6-00**.

**Purpose:** To provide the attached guidance letter outlining: 1) the parameters States are to use in conducting State and level customer satisfaction surveys, 2) the formula weights to be used in computing performance for the State American Customer Satisfaction Index (ACSI) scores for participants and employers, and 3) the parameters States are to use in capturing customer satisfaction outcomes at the local level for local performance accountability purposes.

**Action Required:** Please distribute this guidance letter to all who need such information to implement the performance accountability policies under the WIA.

**Filing:** Please file this in your notebook of previously issued WIA Communication Series Issuances as #00-39.

Attachment: Training and Employment Guidance Letter #6-00