

ESD Follow Up Audit Form

APPENDIX 18

The purpose of this audit is to determine how well ESD staff follow up with customers and respond appropriately to what the customers want and need?

- ⊙ The audit samples are pulled for each Business Consultant and Staffing Specialist
- ⊙ The sample is composed of 5 job postings for each staff member where the job posting was “Created On” a date within a specific month and is now “Closed”
- ⊙ If the auditor is unable to pull a sample of at least 5 job postings for a specific staff member by the 3rd week of the following month, the “Follow up” rating for that employee is “Does Not Meet”
- ⊙ the “do not contact” list, and alien labor certification. Job postings for staffing agencies are included in the audit unless the company is notoriously uncooperative.
- ⊙ Orders assigned to one staff member and followed up appropriately by another will yield a “Meets” as the highest rating.
- ⊙ At the auditor's discretion, repetitive statements, canned phrases, and cut and paste comments may be rated "Does Not Meet".

Employee/Job Posting Data

Employee Name:		Supervisor Name:	
Job Posting ID:		Company Name:	
Job Title:			
Audit Period:		Date of Audit:	

Follow Up Audit

Does documentation indicate staff called, emailed or visited the employer about what they want and need? (2 points)

Was the call, email or visit made in a timely manner?

1-3 working days? (3 points)

4-10 working days? (see note below)

(2 point if note describes how this was appropriate)

Auditor Comments:

Does the documentation describe any action taken by staff (What did you do?) (2 points)

[Yellow box for response]

Increased contacts (1pt)

[Yellow box for response]

Modified job description (2pts)

[Yellow box for response]

Posted/made referrals (3pts)

[Yellow box for response]

Other (1pt)

[Yellow box for response]

Does the documentation describe how the action taken was appropriate? (Why did you do it?) (3 points)

[Yellow box for response]

Auditor Comments:

[Large yellow box for Auditor Comments]

Does the documentation describe attempt(s) to find out the outcome of our service (hires) at closing? (3 points)

[Yellow box for response]

Auditor Comments:

[Large yellow box for Auditor Comments]

Total number of points on this job posting:

0

Rating Scale:

Exceeds = 16 - 20 total points

Meets= 10 – 15 total points

Does Not Meet = 9 points or less

Rating on this job posting audit

Does Not Meet