

Kathleen Cavanagh contract performance 2013-2014

Ms. Kathleen Cavanagh is contracted to provide front desk and Workforce Investment Act (WIA) service to clients of the Alameda One Stop Career Center at College of Alameda. Her performance to date has been outstanding providing exceptional customer service to clients while being very responsive to Center needs.

In fiscal year 2012-2013 she registered 366 new clients and from July 1 –December 31, 2013 has registered 153 new clients. She provided services to 955 individuals in the past fiscal year and from July 1-December 31, 2013 has assisted 616 individuals. She regularly participates in EDD and Virtual One Stop (VOS) webinars in order to be current on WIA policies and procedures. She continues to play a key role in ensuring case file compliance.