

**Workforce Investment Board  
 Executive Committee  
 1880 Wardrobe Ave, Merced, CA 95341  
 Monday, December 6, 2010, 7:30-8:30 a.m.  
 Meeting Agenda**



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1. Call to Order/Roll Call.....	
2. Approval of Agenda.....	1
3. Approval of November 1, 2010 Minutes .....	2
4. Public Opportunity to Speak.....	
5. Action Agenda .....	(20 min)
a. Fiscal Report .....	Jackie Walther-Parnell 5
b. WIB Strategic Scorecard Updates and Changes.....	Steve Newvine/Alfredo Mendoza 11
6. Reports .....	(10 min)
a. Youth Council.....	Debbie Glass
b. Quality Employment and Development Committee.....	Steve Newvine
7. Presentation.....	
a. Virtual One-Stop (VOS) Presentation to the WIB.....	Brian Cutler
8. Discussion Agenda.....	(20 min)
a. Strategic Scorecard .....	20
1) Participant Report .....	Brian Cutler 21
2) Quarterly Performance Updates.....	Brian Cutler 26
b. Information Technology Changes – Update .....	Andrea Baker
c. Possible Funding Rescissions .....	Brian Cutler 27
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9. Information .....	(5 min)
a. Customer Satisfaction Report .....	Joanne Presnell 29
b. Customer Service Report .....	Joanne Presnell 33
c. California’s 49 Local Workforce Investment Area Configuration .....	Andrea Baker 34
d. Local Plan Modification Instructions.....	Andrea Baker 38
10. Director Comments.....	(2.5 min)
11. Chair Comments .....	(2.5 min)
12. Next Meeting – January 3, 2011 .....	
13. Adjourn .....	

**Workforce Investment Board  
Executive Committee  
1880 Wardrobe Ave  
Merced, CA 95341  
November 1, 2010, 7:30-8:30 a.m.  
Meeting Minutes**



<http://www.co.merced.ca.us/wi/wib/wib.html>

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**Members Present:**

Alfonse Peterson (Chair)	Debbie Glass	Hubert (Hub) Walsh	Al Romero
Steve Newvine	Edward Dietz		

**Members Absent:**

**Others Present:**

Andrea Baker	Brian Cutler	Alfredo Mendoza	Cynthia Mount
Joanne Presnell	Jackie Walther-Parnell	Nancy Havens	

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1. Call to Order/Roll Call: Mr. Alfonse Peterson called the meeting to order at 7:32 am. Roll call was taken.
  2. Approval of Agenda: It was *M/S/C Romero/Dietz* to approve the agenda as published.
  3. Approval of Minutes: It was *M/S/C Newvine/Romero* to approve the October 4<sup>th</sup>, 2010 minutes.
  4. Public Opportunity to Speak: None
  5. Action Agenda
    - a. Fiscal Report: Fiscal reports were presented by Staff. *M/S/C Glass/Romero* to accept the Fiscal Reports as submitted.
    - b. Supportive Services Policy: *M/S/C Newvine/Romero* to approve the revised Supportive Services Policy.
    - c. Relocation of the Merced One-Stop: *M/S/C Walsh/Glass* to approve the Merced Worknet One-Stop currently located at 1200 W. 16<sup>th</sup> Street be collocated at the Department of Workforce Investment (WI) facility at 1880 Wardrobe Ave. in Merced thus relieving WI of costs associated with the 1200 W. 16<sup>th</sup> Street facility
    - d. Request for Proposal-Youth Programs Contractor: *M/S/C Dietz/Romero* to approve and request the Merced County Board of Supervisors to let a new RFP for the WIA In-School (Younger) and Out-of-School (Older) Programs.
  6. Reports
    - a. Youth Council: The Request for Proposal (RFP) for youth contractors is coming up and the RFP ad-hoc committee is looking at best practices. Youth Council meetings are now scheduled every other month with the next meeting in December. Mr. Liszewski and Mr. Beltran of the WIB have shown interest in joining the Youth Council. The request for additional WIB members to participate in the Youth Council will be brought up again at the next WIB meeting.

- b. Quality Employment and Development Committee (QUED): The QUED met on October 13<sup>th</sup> and discussed items 5b and 5c above. The QUED members noted that the IT infrastructure was an important item to keep in mind with the relocation of the facilities.

7. Discussion Agenda

a. Department of Workforce Investment Funding Reduction and Subsequent Changes

1) Required WIA Services

Core services that are required at the One-stop were attached and reviewed. The Resource Directory brochure has been updated and is available to the customers. Individual Intensive Services are also provided to our customers. On the 17<sup>th</sup> of November, Bob Lanter will facilitate a meeting with WI's staff through an EDD Employment & Training Network contract. This will be an opportunity for staff to identify ways to improve services, make recommendations and forward a report to the WIB.

2) WIB – Support Staff

An attachment was provided listing essential Local Workforce Investment Board functions. The WIB, when requesting special tasks of staff, should consider the amount of staff's time involved in undertaking the projects. Along with supporting the WIB, staff reviews grant possibilities, prepares grant applications, administers and provides oversight and technical assistance to contractors when grants are awarded; supplies information on collaborative grant preparation; and coordinates with and provides technical assistance to the youth contractor. Under consideration is having the contractor input directly into WI's management system. The WIB strategic scorecard is scheduled to be reviewed and analyzed to produce a more effective and efficient flow while reducing workloads and will be brought back to the QUED for review and then the Executive Committee.

b. Strategic Scorecard

1) Expenditures (1<sup>st</sup> Quarter) - Provided under Item 5a.

8. Information

a. Customer Satisfaction Report: It was the consensus of the Committee that the comments at the end of the report were displayed satisfactorily as presented.

b. Customer Service Report

c. Advocacy Letter AB 2058.

d. TANF Grant Proposal Update: WI was not selected for funding. San Diego was the only California WIB that was approved for this grant.

e. Green Jobs Corps Contract Amendment to San Joaquin and Merced Projects: It was noted by Supervisor Walsh that there were some WIBs who did not spend their AARA dollars and asked if there was any possibility that those AARA dollars could be reallocated. Staff presented that the Central Valley California Collaborative wrote a letter to the state requesting reallocation of the AARA funds and the response was that the state did not have the authorization to redistribute the funds. Supervisor Walsh suggested that perhaps this would be an opportunity for another advocacy letter to change legislation to mandate that the state reallocate the funds not being utilized.

9. Director Comments: The Director stated that EDD has volunteered their meeting rooms for use by the WIB. Supervisor Walsh mentioned that there is space available in the Administration building, Room 310;

The Director stated that it is time to be thinking of the National Association of Workforce Boards Forum 2011 meeting February 5-8, 2011, in Washington D.C. The WIB Chair has been asked to attend. There are two slots available if anyone else is interested in attending. The early bird registration ends Nov. 19<sup>th</sup>.

Merced County's CEO has requested a list of California's 49 LWIAs and how they are structured. A copy will be provided to the WIB.

The CEO's office has requested that the Information Technology (IT) services be consolidated into the County Information Services (IS) Department. WI's Automation Service Analyst would be moved to the County offices. This move would not violate our WIB agreement. A concern is the quality of service and response time to our customers and staff. An agreement will be entered into with the County IS Department for the WIB to review. Mr. Mark Cowart, Merced County Administrative Services, Chief Information Officer, has agreed to come to the next WIB meeting to answer any questions and to allow the WIB to voice concerns regarding the quality of services for the One-Stops. This will be going to the Board of Supervisors in December.

10. Chair Comments: The Chair thanked everyone for coming out this morning and for the work all the committees and staff are doing.
11. Next Meeting: The next scheduled meeting is December 6th, 2010, location to be determined.
12. Adjourn: The meeting adjourned at 8:32 am.

**TO: Executive Committee**

**DATE: 12/06/10**

**FROM: WIB Staff**

**For Discussion**

**For Action**

**For Information**

**SUBJECT: Fiscal Reports: Revenue & Expenditures**

**PROPOSED MOTION(S): Accept the Fiscal Reports as submitted.**

**DISCUSSION:** Attached is the Fiscal Report for Fiscal Year 2010/11 covering July 1, 2010 through October 31, 2010. This report shows all WIA funds available for Fiscal Year 2010/11 (both new funds and funds carried forward from FY 09/10), accrued expenditures through October 31, 2010, and obligations as of October 31, 2010. 29.86% of available Adult Formula Funds, 31.34% of available Dislocated Worker Formula Funds, and 36.37% of available Youth Formula Funds.

Also included is the Fiscal Report for the Recovery Act Funds (ARRA). This report shows all funds available since the beginning of the ARRA funding and all expenditures against these funds. The County has until June 30, 2011 to spend these funds. The majority of ARRA Youth Funds have been spent, on target with directions from the Department of Labor and the California Employment Development Department. The ARRA Green Jobs program is continuing.

Also attached is the Contracts Report showing FY 10/11 accounts receivable contracts, with invoices received and payments made through November 30, 2010. This report shows the total contract amounts, payments made, and includes the date of the most recent invoices received.

Included with this report are reports of the MCOE Youth Contracts expenditures. The reports presented here show MCOE's projected expenditures versus their actual expenditures through the end of October, 2010.

Fees received for Enterprise Zone Vouchers from July 1, 2010 through November 30, 2010 are \$85,860 plus an additional \$14,330 collected on behalf of the State for their fees.

**ATTACHMENT(S):**

**FY 2010/11 WIA/ARRA Fiscal Reports**

**MCOE YOP and EMPOWER Contracts Line Item Report**

**Contracts Summary Report**

**MERCED COUNTY DEPARTMENT OF WORKFORCE INVESTMENT  
FISCAL REPORT FOR FINANCE COMMITTEE  
For Fiscal Year 2010/2011  
July 1, 2010 - June 30, 2011  
Through 10/31/10**

**Target 33.33%**

AVAILABLE FUNDS			BUDGET					ACTUAL			OBLIGATIONS			COMMITTED - AVAILABLE		
	Carryover Funds From 09/10	Appropriation FY 10/11	Planned for New Funds Per Estimated Plan Mod 7/1/10 to 6/30/11	Budget for Available Funds	Budget Adjustments	Revised Budget	Accrued Expense FY to Date	Available	Percent Expended to Date	Total Obligated Funds	Available after Obligations	Percent Spent + Obligated	Total Committed Funds	Available after Committed	Pct Spent + Obligated + Committed	
<b>ADULT</b>			Core A \$ 133,691	\$ 191,185	\$ -	\$ 191,185	\$ 82,048	\$ 109,137	42.92%	\$ 5,995	\$ 103,142	46.05%	\$ 66,654	\$ 36,488	80.91%	
10/11 Allocation		\$ 1,449,776	Core B \$ 368,876	\$ 527,510	\$ -	\$ 527,510	\$ 171,097	\$ 356,414	32.43%	\$ 9,374	\$ 347,039	34.21%	\$ 224,269	\$ 122,770	76.73%	
			Intensive \$ 163,019	\$ 233,125	\$ -	\$ 233,125	\$ 120,715	\$ 112,411	51.78%	\$ 14,922	\$ 97,488	58.18%	\$ 63,001	\$ 34,488	85.21%	
PY Cash Balances 6/30/10	\$ 623,475		Training \$ 639,213	\$ 914,105	\$ -	\$ 914,105	\$ 221,704	\$ 692,401	24.25%	\$ 71,927	\$ 620,474	32.12%	\$ 400,973	\$ 219,501	75.99%	
	\$ 623,475	\$ 1,449,776	<b>Total</b> \$ 1,304,799	\$ 1,865,926	\$ -	\$ 1,865,926	\$ 595,564	\$ 1,270,362	31.92%	\$ 102,218	\$ 1,168,144	37.40%	\$ 754,897	\$ 413,247	77.85%	
<b>DISPLACED WORKER</b>			Core A \$ 193,171	\$ 238,238	\$ -	\$ 238,238	\$ 89,613	\$ 148,624	37.62%	\$ 10,745	\$ 137,880	42.13%	\$ 89,103	\$ 48,777	79.53%	
10/11 Allocation		\$ 1,410,010	Core B \$ 512,796	\$ 632,431	\$ -	\$ 632,431	\$ 122,120	\$ 510,311	19.31%	\$ 9,897	\$ 500,414	20.87%	\$ 323,385	\$ 177,028	72.01%	
			Intensive \$ 199,370	\$ 245,883	\$ -	\$ 245,883	\$ 160,250	\$ 85,633	65.17%	\$ 26,285	\$ 59,347	75.86%	\$ 38,352	\$ 20,995	91.46%	
PY Cash Balances 6/30/10	\$ 328,953		Training \$ 363,672	\$ 448,516	\$ -	\$ 448,516	\$ 251,045	\$ 197,471	55.97%	\$ 127,076	\$ 70,396	84.30%	\$ 45,492	\$ 24,903	94.45%	
	\$ 328,953	\$ 1,410,010	<b>Total</b> \$ 1,269,009	\$ 1,565,067	\$ -	\$ 1,565,067	\$ 623,028	\$ 942,039	39.81%	\$ 174,002	\$ 768,036	50.93%	\$ 496,333	\$ 271,703	82.64%	
<b>YOUTH</b>			In School \$ 699,156	\$ 1,050,679	\$ -	\$ 1,050,679	\$ 439,275	\$ 611,404	41.81%	\$ 452,422	\$ 158,982	84.87%	\$ 102,740	\$ 56,242	94.65%	
10/11 Allocation		\$ 1,553,679	Out of School \$ 699,156	\$ 1,050,679	\$ -	\$ 1,050,679	\$ 471,001	\$ 579,678	44.83%	\$ 445,950	\$ 133,728	87.27%	\$ 86,420	\$ 47,308	95.50%	
PY Cash Balances 6/30/10	\$ 781,164		<b>Total</b> \$ 1,398,312	\$ 2,101,359	\$ -	\$ 2,101,359	\$ 910,277	\$ 1,191,082	43.32%	\$ 898,372	\$ 292,709	86.07%	\$ 189,159	\$ 103,550	95.07%	
	\$ 781,164	\$ 1,553,679														
<b>ADMINISTRATIVE</b>			Total Admin \$ 441,345	\$ 614,706	\$ -	\$ 614,706	\$ 203,364	\$ 411,342	33.08%	\$ 18,829	\$ 392,513	36.15%	\$ 253,656	\$ 138,857	77.41%	
<b>All Formula Grants</b>	\$ 1,733,592	\$ 4,413,465	<b>Total</b>	\$ 4,413,465	\$ 6,147,057	\$ -	\$ 6,147,057	\$ 2,332,233	\$ 3,814,824	37.94%	\$ 1,193,422	\$ 2,621,402	57.36%	\$ 1,694,046	\$ 927,357	84.91%
<b>RAPID RESPONSE/15%/25%</b>			Rapid Resp. \$ 195,040	\$ 193,658	\$ -	\$ 193,658	\$ 37,359	\$ 156,299	19.29%	\$ 5,604	\$ 150,695	22.18%	\$ 97,385	\$ 53,310	72.47%	
Formula Rapid Response (540,541)	\$ (1,382)	\$ 195,040														
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%	\$ -	\$ -	0.00%	\$ -	\$ -	100.00%	
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%	\$ -	\$ -	0.00%	\$ -	\$ -	100.00%	
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%	\$ -	\$ -	0.00%	\$ -	\$ -	100.00%	
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%	\$ -	\$ -	0.00%	\$ -	\$ -	100.00%	
	\$ (1,382)	\$ 195,040	<b>Total</b> \$ 195,040	\$ 193,658	\$ -	\$ 193,658	\$ 37,359	\$ 156,299	19.29%	\$ 5,604	\$ 150,695	22.18%	\$ 97,385	\$ 53,310	72.47%	
<b>INCENTIVE AWARDS</b>			Incentive \$ -	\$ 23,049	\$ -	\$ 23,049	\$ -	\$ 23,049	0.00%	\$ -	\$ 23,049	0.00%	\$ -	\$ 23,049	0.00%	
07/08 (153) and 08/09 (113) Awards**	\$ 23,049		<b>Total</b> \$ -	\$ 23,049	\$ -	\$ 23,049	\$ -	\$ 23,049	0.00%	\$ -	\$ 23,049	0.00%	\$ -	\$ 23,049	0.00%	
	\$ 23,049	\$ -														
<b>OTHER (DoL, Contract, etc.)</b>			LVN Project \$ -	\$ 134,412	\$ -	\$ 134,412	\$ 59,234	\$ 75,178	44.07%	\$ 7,873	\$ 67,304	49.93%	\$ 43,494	\$ 23,810	82.29%	
Federal LVN Grant*	\$ 134,412		<b>Total</b> \$ -	\$ 134,412	\$ -	\$ 134,412	\$ 59,234	\$ 75,178	44.07%	\$ 7,873	\$ 67,304	49.93%	\$ 43,494	\$ 23,810	82.29%	
	\$ 134,412	\$ -														

\* Amount represents cash balance remaining from original multi-year award amounts. \*\* Incentive Funds unilaterally added to PY 2009-10 Subgrant.

**BUDGET:** Includes all funds available for fiscal year based on Plan to be submitted to EDD on request, revised in accordance with latest appropriations information received from Chief, Workforce Services Division, as required. Formula Administrative Funds lose their identity upon appropriation. Rapid Response Carryover is an expense held over from the prior year. In-School Youth 48.26%  
Out-of-School Youth 51.74%

**OBLIGATIONS:** Includes funds obligated in contracts and ITA's. Does NOT include funds committed for operations.

**COMMITTED:** Includes projected staff personnel and overhead costs

**AVAILABLE:** Balance after expenditures and obligations

**MERCED COUNTY DEPARTMENT OF WORKFORCE INVESTMENT  
FISCAL REPORT FOR FINANCE COMMITTEE (ARRA FUNDS)  
February 17, 2009 - June 30, 2011**

**RECOVERY ACT FUNDS**

Through 10/31/10

AVAILABLE FUNDS		BUDGET				ACTUAL			OBLIGATIONS			COMMITTED - AVAILABLE		
	Appropriation Total (Life of Grant)	Planned for ARRA Funds Life of Grant	Budget for Available Funds	Budget Adjustments	Revised Budget	Accrued Expense FY to Date	Available	Percent Expended to Date	Total Obligated Funds	Available after Obligations	Percent Spent + Obligated	Total Committed Funds	Available after Committed	Pct Spent + Obligated + Committed
<b>ADULT</b>		Core A \$ 199,775	\$ 199,775	\$ (185,000)	\$ 14,775	\$ 14,147	\$ 628	95.75%	\$ 594	\$ 34	99.77%	\$ 22	\$ 12	99.92%
08/09 Allocation	\$ 936,125	Core B \$ 275,835	\$ 275,835	\$ (73,000)	\$ 202,835	\$ 197,327	\$ 5,508	97.28%	\$ 4,803	\$ 705	99.65%	\$ 456	\$ 249	99.88%
		Intensive \$ 74,507	\$ 74,507	\$ 106,000	\$ 180,507	\$ 170,797	\$ 9,710	94.62%	\$ 8,734	\$ 976	99.46%	\$ 630	\$ 345	99.81%
		Training \$ 292,396	\$ 292,396	\$ 152,000	\$ 444,396	\$ 412,231	\$ 32,165	92.76%	\$ 31,405	\$ 760	99.83%	\$ 491	\$ 269	99.94%
	\$ 936,125	<b>Total</b> \$ 842,513	\$ 842,513	\$ -	\$ 842,513	\$ 794,502	\$ 48,011	94.30%	\$ 45,537	\$ 2,474	99.71%	\$ 1,599	\$ 875	99.90%
<b>DISPLACED WORKER</b>		Core A \$ 573,858	\$ 573,858	\$ (476,000)	\$ 97,858	\$ 25,042	\$ 72,816	25.59%	\$ 1,342	\$ 71,474	26.96%	\$ 46,189	\$ 25,285	74.16%
08/09 Allocation	\$ 1,793,404	Core B \$ 519,031	\$ 519,031	\$ (100,000)	\$ 419,031	\$ 342,306	\$ 76,725	81.69%	\$ 7,775	\$ 68,951	83.55%	\$ 44,558	\$ 24,392	94.18%
		Intensive \$ 156,737	\$ 156,737	\$ 216,000	\$ 372,737	\$ 323,363	\$ 49,374	86.75%	\$ 13,842	\$ 35,532	90.47%	\$ 22,962	\$ 12,570	96.63%
		Training \$ 364,438	\$ 364,438	\$ 360,000	\$ 724,438	\$ 585,971	\$ 138,467	80.89%	\$ 107,937	\$ 30,530	95.79%	\$ 19,730	\$ 10,800	98.51%
	\$ 1,793,404	<b>Total</b> \$ 1,614,064	\$ 1,614,064	\$ -	\$ 1,614,064	\$ 1,276,682	\$ 337,382	79.10%	\$ 130,895	\$ 206,487	87.21%	\$ 133,439	\$ 73,047	95.47%
<b>YOUTH</b>		In School \$ 1,011,942	\$ 1,011,942	\$ (850,000)	\$ 161,942	\$ 156,702	\$ 5,240	96.76%	\$ -	\$ 5,240	96.76%	\$ 3,387	\$ 1,854	98.86%
08/09 Allocation	\$ 2,248,759	Out of School \$ 1,011,942	\$ 1,011,942	\$ 850,000	\$ 1,861,942	\$ 1,835,184	\$ 26,758	98.56%	\$ -	\$ 26,758	98.56%	\$ 17,292	\$ 9,466	99.49%
	\$ 2,248,759	<b>Total</b> \$ 2,023,884	\$ 2,023,884	\$ -	\$ 2,023,884	\$ 1,991,885	\$ 31,999	98.42%	\$ -	\$ 31,999	98.42%	\$ 20,679	\$ 11,320	99.44%
<b>ADMINISTRATIVE</b>		<b>Total Admin</b> \$ 497,827	\$ 497,827	\$ -	\$ 497,827	\$ 302,070	\$ 195,757	60.68%	\$ 4,558	\$ 191,199	61.59%	\$ 123,560	\$ 67,639	86.41%
<b>All ARRA Formula Grants</b>	\$ 4,978,288	<b>Total</b> \$ 4,978,288	\$ 4,978,288	\$ -	\$ 4,978,288	\$ 4,365,140	\$ 613,148	87.68%	\$ 180,990	\$ 432,159	91.32%	\$ 279,277	\$ 152,881	96.93%
<b>OTHER (RR,15%,25%,NEG,W-P)</b>		ARRA RR \$ 278,354	\$ 278,354	\$ -	\$ 278,354	\$ 173,924	\$ 104,430	62.48%	\$ 5,376	\$ 99,054	64.41%	\$ 64,013	\$ 35,042	87.41%
ARRA Rapid Response (106)	\$ 278,354	GRN JOBS \$ 937,890	\$ 937,890	\$ -	\$ 937,890	\$ 729,169	\$ 208,721	77.75%	\$ 179,554	\$ 29,167	96.89%	\$ 18,849	\$ 10,318	98.90%
ARRA Green Jobs 15% (120)*	\$ 937,890	ARRA RR2 \$ 363,650	\$ 363,650	\$ -	\$ 363,650	\$ 27,338	\$ 336,312	7.52%	\$ 40,260	\$ 296,051	18.59%	\$ 191,319	\$ 104,732	71.20%
ARRA Rapid Response #2 (108)	\$ 363,650	BRIDGES \$ 499,855	\$ 499,855	\$ -	\$ 499,855	\$ 250,882	\$ 248,973	50.19%	\$ 212,802	\$ 36,171	92.76%	\$ 23,375	\$ 12,796	97.44%
ARRA Bridges to Success (149)	\$ 499,855	TULARE \$ 263,780	\$ 263,780	\$ -	\$ 263,780	\$ 20,279	\$ 243,501	7.69%	\$ 26,838	\$ 216,663	17.86%	\$ 140,016	\$ 76,648	70.94%
ARRA funded Tulare NEG	\$ 263,780	VEAP \$ 175,117	\$ 175,117	\$ -	\$ 175,117	\$ 76,158	\$ 98,959	43.49%	\$ 13,342	\$ 85,617	51.11%	\$ 55,329	\$ 30,288	82.70%
ARRA funded Madera Vets Assistance	\$ 175,117	OJT NEG \$ 310,943	\$ 310,943	\$ -	\$ 310,943	\$ 2,514	\$ 308,429	0.81%	\$ 245	\$ 308,184	0.89%	\$ 199,160	\$ 109,024	64.94%
ARRA OJT Nat. Emergency Grnt (775)*	\$ 310,943	DP NAV \$ 465,521	\$ 465,521	\$ -	\$ 465,521	\$ 156,298	\$ 309,223	33.57%	\$ 16,759	\$ 292,465	37.17%	\$ 189,001	\$ 103,463	77.77%
W-P 10%/ARRA DP Navigator (144)	\$ 465,521	<b>Total</b> \$ 3,295,110	\$ 3,295,110	\$ -	\$ 3,295,110	\$ 1,436,562	\$ 1,858,548	43.60%	\$ 495,175	\$ 1,363,373	58.62%	\$ 881,061	\$ 482,311	85.36%
<b>All Other ARRA Grants</b>	\$ 3,295,110													

\* GC 120 term ends 3/31/2011; GC 775 term ends 6/30/2012.

**BUDGET:** Includes all Recovery Act funds available for life of grant, based on Plan to be submitted to EDD, revised in accordance with latest appropriations information received from Chief, Workforce Services Division, as required. Formula Administrative Funds lose their identity upon appropriation. Term of all cash codes is currently set at 06/30/2011 except where otherwise noted.

In-School Youth 7.87%  
Out-of-School Youth 92.13%

**OBLIGATIONS:** Includes funds obligated in contracts and ITA's. Does NOT include funds committed for operations.

**COMMITTED:** Includes projected staff personnel and overhead costs

**AVAILABLE:** Balance after expenditures and obligations

**MERCED COUNTY DEPARTMENT OF WORKFORCE INVESTMENT  
WIA CONTRACTS**

<b>Contract/Vendor Name</b>	<b>Contract Number</b>	<b>Total Contract Amt</b>	<b>Start Date</b>	<b>End Date</b>	<b>Contract Balance</b>	<b>Budget 2010/11 Only</b>	<b>* Expenditures To-Date</b>	<b>** Inv's Rec'd Not Yet Pd</b>	<b>*** Inv Through</b>	<b>**** % Billed</b>
Allied Health Partnership	11158	\$ 7,500.00	1/1/2010	12/31/10	\$ 7,500.00		-			0%
Fresno County LWIA (SJVJGJ)	2009215	\$ 172,973.00	7/1/2009	12/31/10	\$ 38,678.73		56,781.55	77,512.72	Sept '10	78%
Kern, Inyo, Mono LWIA (SJVJGJ)	2009213	\$ 150,059.00	07/01/09	12/31/10	\$ 70,704.12		\$ 60,604.91	\$ 18,749.97	Sept '10	53%
Kings County LWIA (SJVJGJ)	2009273	\$ 56,664.00	07/01/09	12/31/10	\$ 8,119.18		\$ 48,544.82		Sept '10	86%
Madera Co. Workforce Development (CB)	2007108	\$ 137,692.60	01/01/07	09/30/10	\$ -		\$ 137,692.60		Jul '10	100%
Madera Co. Workforce Development (SJVJGJ)	2009212	\$ 56,664.00	07/01/09	12/31/10	\$ 21,406.24		\$ 22,771.19	\$ 12,486.57	Oct '10	62%
MAS, PLATO Lab (ERC)	2010130	\$ 45,569.23	07/01/10	06/30/11	\$ 28,267.44	\$ 45,569.23	\$ 17,301.79		Oct '10	38%
MAS, Computer Literacy Labs (Castle)	2010148	\$ 12,729.22	07/01/10	06/30/11	\$ 1,579.93	\$ 12,729.22	\$ 11,149.29		Oct '10	88%
MAS, Computer Literacy Labs (EC)	2010149	\$ 25,233.39	07/01/10	06/30/11	\$ 17,284.16	\$ 25,233.39	\$ 7,949.23		Oct '10	32%
MC CNA Training	2010177	\$ 29,025.00	07/01/10	06/30/11	\$ 17,887.50	\$ 29,025.00	\$ 11,137.50		Sept '10	38%
MC CT Technologist Training	2010102	\$ 168,500.00	04/13/10	06/30/11	\$ 126,675.00		\$ 41,825.00		Sept '10	25%
MC ETC (Thrive & Survive)	2010147	\$ 18,620.00	06/01/10	06/30/11	\$ 13,036.50		\$ 5,583.50		Sept '10	30%
MC PLATO Lab	2010131	\$ 60,226.00	07/01/10	06/30/11	\$ 43,760.91	\$ 60,226.00	\$ 16,465.09		Oct '10	27%
Merced College-LVN (CB)	2007120	\$ 322,338.00	01/01/07	12/31/09	\$ 1,981.72		\$ 320,356.28		Dec '09	99%
Merced Co. CAED-Business Assistance (AI)	2010159	\$ 46,890.00	04/01/10	11/30/11	\$ 36,180.00		\$ 10,710.00		Oct '10	23%
MCOE-YOP (ISY)	2010196	\$ 590,264.00	07/01/10	06/30/11	\$ 448,539.23	\$ 590,264.00	\$ 141,724.77		Oct '10	24%
MCOE-Empower (OSY)	2010197	\$ 590,264.00	07/01/10	06/30/11	\$ 400,732.69	\$ 590,264.00	\$ 189,531.31		Oct '10	32%
MCOE-BEAM	2010198	\$ 60,000.00	09/01/10	06/30/11	\$ 60,000.00	\$ 60,000.00				0%
MCOE-Bridges to Success	2010223	\$ 450,000.00	04/01/10	04/30/11	\$ 211,036.25		\$ 238,963.75		Oct '10	53%
MCOE-Green Jobs (SJVJGJ)	2009216	\$ 81,664.00	07/01/09	12/31/10	\$ 37,260.85		\$ 44,403.15		Oct '10	54%
MCOE-Green Jobs (SJVJGJ)	2009216	\$ 67,130.00	07/01/09	12/31/10	\$ 18,204.65		\$ 48,925.35		Oct '10	73%
Mother Lode LWIA (SJVJGJ)	2009211	\$ 28,331.00	07/01/09	12/31/10	\$ 1,109.34		\$ 27,221.66		Aug '10	96%
New York Wired-Metrix	11175	\$ 9,900.00	06/01/10	06/30/11	\$ -		\$ 9,900.00		Jun '10	100%
Rexel (Summers Group, Inc.)	2010012	\$ 103,950.00	01/01/10	06/30/11	\$ 45,915.00	\$ 103,950	58,035.00		Jun '10	56%
San Joaquin LWIA (SJVJGJ)	2009214	\$ 89,873.00	07/01/09	12/31/10	\$ 22,310.37		60,896.34	6,666.29	Aug '10	75%
Stanislaus County (CB)	2007121	\$ 159,086.40	01/01/07	09/30/10	\$ 6,417.54		\$ 152,668.86		Jun '10	96%
Stanislaus County (SJVJGJ)	2009210	\$ 84,032.00	07/01/09	12/31/10	\$ 29,077.43		\$ 54,954.57		Jun '10	65%
Stanislaus Co. Solar Weatherization	11208	\$ 5,932.80	07/01/10	01/31/11	\$ 5,932.80	\$ 5,932.80	\$ -			0%
State Center Community College District (CB)	2007104	\$ 358,412.00	01/01/07	09/30/10	\$ 1,455.79		\$ 356,956.21		Jun '10	100%
Tulare County LWIA (SJVJGJ)	2009264	\$ 71,425.00	07/01/09	12/31/10	\$ 25,483.82		\$ 45,941.18		Oct '10	64%
VOS	2009347	\$ 62,220.00	01/01/10	12/31/10	\$ -		\$ 62,220.00		Dec '10	100%
Yosemite Community College (CB)	2007107	\$ 334,621.00	01/01/07	09/30/10	\$ -		\$ 334,621.00		Apr '10	100%
		<b>\$ 4,277,315.64</b>			<b>\$ 1,700,358.46</b>	<b>\$ 1,523,193.64</b>	<b>\$ 2,539,054.35</b>	<b>\$ 37,902.83</b>		

\* Expenditures To-Date include entire contract period.

\*\* Inv's Rec'd Not Yet Pd include invoices recently received and invoices requiring corrections/backup.

\*\*\* Invoiced Through shows latest dates of service covered by invoices.

\*\*\*\* % Billed is of entire contract, not just current year.

MCOE- Empower #2010197  
 Contract Expenditures  
 July 1, 2010 - June 30, 2011

ITEM	BUDGET	YTD Invoices	October Invoice	YTD Exp as of 10/31/2010	Balance on 10/31/2010	Actual % Spent as of 10/31/10	MCOE's Projected Expenditures as of 10/31/10	% Variance	Amt of Variance
Salary - Admin	\$ 22,686	\$ 6,223	\$ 1,890	\$ 8,113	\$ 14,573	35.76%	36.43%	0.67%	\$ 151.39
Salary - Program	\$ 278,001	\$ 68,388	\$ 22,864	\$ 91,253	\$ 186,748	32.82%	34.60%	1.78%	\$ 4,935.54
Salary - Participants	\$ 52,000	\$ 18,220	\$ 4,756	\$ 22,976	\$ 29,024	44.18%	40.04%	-4.14%	\$ (2,155.20)
Benefits - Admin	\$ 10,252	\$ 1,817	\$ 946	\$ 2,763	\$ 7,489	26.95%	26.72%	-0.23%	\$ (23.80)
Benefits - Program	\$ 108,033	\$ 18,538	\$ 9,829	\$ 28,367	\$ 79,666	26.26%	27.16%	0.90%	\$ 974.73
Benefits - Participants	\$ 612	\$ 215	\$ 56	\$ 271	\$ 341	44.21%	40.06%	-4.15%	\$ (25.42)
Supplies Program	\$ 4,000	\$ 591	\$ 664	\$ 1,254	\$ 2,746	31.36%	29.76%	-1.60%	\$ (63.88)
Food	\$ 2,800	\$ -	\$ 156	\$ 156	\$ 2,644	5.56%	10.00%	4.44%	\$ 124.36
Software	\$ 4,000	\$ 157	\$ -	\$ 157	\$ 3,843	3.93%	3.93%	0.00%	\$ (0.15)
Equipment	\$ 800	\$ -	\$ 248	\$ 248	\$ 552	30.98%	25.00%	-5.98%	\$ (47.87)
Supportive Services	\$ 20,000	\$ 6,628	\$ 1,976	\$ 8,604	\$ 11,396	43.02%	38.14%	-4.88%	\$ (976.48)
Participant Incentive	\$ 1,600	\$ -	\$ -	\$ -	\$ 1,600	0.00%	0.00%	0.00%	\$ -
Mileage	\$ 2,400	\$ -	\$ 8	\$ 8	\$ 2,392	0.33%	10.00%	9.67%	\$ 232.00
Conference	\$ 3,360	\$ -	\$ -	\$ -	\$ 3,360	0.00%	0.00%	0.00%	\$ -
Transportation gas etc.	\$ 3,178	\$ 135	\$ 71	\$ 205	\$ 2,973	6.46%	14.24%	7.78%	\$ 247.24
Transportation Vans	\$ 3,049	\$ 764	\$ 254	\$ 1,018	\$ 2,031	33.40%	34.00%	0.60%	\$ 18.34
Marketing	\$ 400	\$ -	\$ -	\$ -	\$ 400	0.00%	0.00%	0.00%	\$ -
Rent	\$ 15,647	\$ 3,912	\$ 1,304	\$ 5,215	\$ 10,432	33.33%	34.00%	0.67%	\$ 104.58
Communications	\$ 2,300	\$ 240	\$ 150	\$ 390	\$ 1,910	16.96%	25.43%	8.47%	\$ 194.89
Contracted Serv (career tech e	\$ 17,356	\$ -	\$ 6,400	\$ 6,400	\$ 10,956	36.87%	33.00%	-3.87%	\$ (672.52)
Indirect Cost @ 6.84%	\$ 37,790	\$ 8,606	\$ 3,527	\$ 12,134	\$ 25,656	32.11%	30.77%	-1.34%	\$ (505.99)
<b>Total</b>	<b>\$ 590,264</b>	<b>\$ 134,434</b>	<b>\$ 55,099</b>	<b>\$ 189,533</b>	<b>\$ 400,731</b>	<b>32.11%</b>	<b>32.00%</b>	<b>0.11%</b>	<b>\$ 649</b>

MCOE- YOP #2010196  
 Contract Expenditures  
 July 1, 2010 - June 30, 2011

ITEM	BUDGET	YTD Invoices	October Invoice	YTD Exp as of 10/31/2010	Balance on 10/31/2010	Actual % Spent as of 10/31/10	MCOE's Projected Expenditures as of 10/31/10	% Variance	Amt of Variance
Salary - Admin	\$ 31,992	\$ 8,550	\$ 2,666	\$ 11,215	\$ 20,777	35.06%	35.72%	0.66%	\$ 212.44
Salary - Program	\$ 278,001	\$ 49,704	\$ 22,181	\$ 71,885	\$ 206,116	25.86%	27.88%	2.02%	\$ 5,621.47
Salary - Participant	\$ 68,953	\$ 10,040	\$ 86	\$ 10,126	\$ 58,827	14.69%	16.56%	1.87%	\$ 1,292.62
Benefits - Admin	\$ 13,301	\$ 2,421	\$ 1,217	\$ 3,638	\$ 9,663	27.35%	28.20%	0.85%	\$ 112.66
Benefits - Program	\$ 108,033	\$ 14,632	\$ 9,634	\$ 24,266	\$ 83,768	22.46%	27.54%	5.08%	\$ 5,486.79
Benefits - Participant	\$ 813	\$ 118	\$ 1	\$ 119	\$ 694	14.67%	16.54%	1.87%	\$ 15.21
Software - 4210	\$ 4,000	\$ 157	\$ -	\$ 157	\$ 3,843	3.93%	3.93%	0.00%	\$ (0.15)
Supplies - Program	\$ 4,925	\$ 769	\$ 671	\$ 1,439	\$ 3,486	29.23%	30.61%	1.38%	\$ 68.09
Food	\$ 3,000	\$ 34	\$ 239	\$ 273	\$ 2,727	9.10%	11.13%	2.03%	\$ 60.88
Marketing - 5800	\$ 100	\$ -	\$ -	\$ -	\$ 100	0.00%	0.00%	0.00%	\$ -
Equipment - 4400	\$ 800	\$ -	\$ 248	\$ 248	\$ 552	30.99%	25.00%	-5.99%	\$ (47.89)
Travel/Conference	\$ 2,960	\$ -	\$ -	\$ -	\$ 2,960	0.00%	0.00%	0.00%	\$ -
Mileage - 5230	\$ 2,800	\$ -	\$ 27	\$ 27	\$ 2,773	0.96%	10.00%	9.04%	\$ 253.00
Communications	\$ 2,300	\$ 240	\$ 150	\$ 390	\$ 1,910	16.96%	23.00%	6.04%	\$ 139.00
Participant Incentives	\$ 3,000	\$ -	\$ -	\$ -	\$ 3,000	0.00%	0.00%	0.00%	\$ -
includes field trip expense									
Support Services	\$ 2,720	\$ 1,880	\$ 544	\$ 2,424	\$ 296	69.12%	71.12%	2.00%	\$ 54.40
Rent	\$ 15,647	\$ 3,912	\$ 1,304	\$ 5,215	\$ 10,432	25.00%	35.00%	10.00%	\$ 1,564.70
Transportation - gas, etc	\$ 6,080	\$ 154	\$ 57	\$ 211	\$ 5,869	2.54%	11.54%	9.00%	\$ 547.20
Transportation Van Lease	\$ 3,049	\$ 762	\$ 254	\$ 1,016	\$ 2,033	33.33%	34.00%	0.67%	\$ 20.34
Indirect cost @ 6.84%	\$ 37,790	\$ 6,387	\$ 2,687	\$ 9,073	\$ 28,717	24.01%	24.90%	0.89%	\$ 336.36
<b>Total</b>	<b>\$ 590,264</b>	<b>\$ 99,759</b>	<b>\$ 41,966</b>	<b>\$ 141,725</b>	<b>\$ 448,539</b>	<b>24.01%</b>	<b>24.90%</b>	<b>-0.89%</b>	<b>\$ (5,251)</b>

**TO: Executive Committee**

**DATE: 12/06/10**

**FROM: Quality Employment Development Committee**

**For Discussion**

**For Action**

**For Information**

**SUBJECT: Strategic Scorecard Updates and Changes**

**PROPOSED MOTION(S): Accept the recommended updates and changes by the Quality Employment Committee to the WIB's Strategic Scorecard and forward updated Strategic Scorecard to the Workforce Investment Board for ratification.**

**DISCUSSION: On November 10, 2010, the Quality Employment Development Committee (QUED) reviewed and recommended changes to the WIB's Strategic Scorecard. The committee discussed and recommended the following:**

**Item A.1.a. – Instead of the “face-to-face 10 question survey from 30 employers”, the QUED will assist in the preparation of a Zoomerang Online Survey that will be sent via an “email blast” to businesses. The Zoomerang Survey will be sent out with only one question along the lines of what businesses would like to see changed at Worknet of Merced County Employment Resource Centers.**

**Item B.1.a. – This item compares the County of Merced demographics with data from participants receiving services through Worknet of Merced County Employment Resource Centers. Currently, this item is reviewed twice a year. The recommendation is to reduce the comparison to once a year.**

**Item B.1.b. – This item calls for a review of audits and monitoring of WIA related activities (usually by the State). Currently, these items are provided as information items to the WIB as they become available. The timeframes vary yearly for monitoring and/or audits, as these reports become available, they will be provided to the WIB. The review shall now reflect “Per occurrence”.**

**Item C.2.a – This item requires a quarterly review of the number of grants applied for and received. The recommendation is to change the reviewing cycle to “Per Occurrence”. The WIB is continuously informed of grant opportunities as well as the outcome of the grant application.**

**Item D.1.a. – This change will add participation on the Business Education Alliance of Merced County (BEAM) to the Method.**

**Item D.1.b – It was recommended to re-evaluate this item in one year (12/2011).**

**ATTACHMENT(S): Updated Strategic Scorecard**

**WIB GOALS**

- Goal 1: **Comprehensive programs for employment and life skills for youth and adults.**
- Goal 2: **Facilitating resources and networks to help business succeed.**
- Goal 3: **Influence workforce legislation and regulations.**
- Goal 4: **Improve One-Stop effectiveness and quality.**
- Goal 5: **Board development strategies, public awareness and outcomes.**
- Goal 6: **Capacity in WIB system to gather business data.**

**A. Measurement Category: Customer Perspective**

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
1. Business Customer Satisfaction				
a. Employer Needs Are Being Met	80% Satisfaction Rate & Increase in the # of Employers using Worknet Services	Online One-Question Survey	Annually (July)	QUED
b. Are the Right Industries Targeted <ul style="list-style-type: none"> <li>• Economic Development Targeted Industries</li> <li>• Growth Industries</li> </ul>	Compare targets and adjust industry focus, if necessary	Review LMI (Growth Industries & Early Warning Data)	Annually (July)	Exec

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<p>2. Job Seeker Customer Satisfaction</p> <p>a. Job Seeker Needs Are Being Met</p> <p>b. Input from Customers Is Used To Improve Services</p>	<p>90%</p> <p>Rating to meet or exceed</p>	<p>Customer Satisfaction Surveys</p> <p>One Stop Management</p>	<p>Biannually (Jan/July)</p> <p>Biannually (Jan/July)</p>	<p>QUED</p> <p>QUED</p>
<p>3. Workforce Development Advocacy/Awareness</p>	<p># Of Face to Face Meetings</p> <p># Of Written Communications</p> <p>Voting record of Legislators</p> <p>Positive impact to Support Local Control</p> <p>Stable or increased WIA Funding</p>	<p>Meetings with Legislators</p> <p>Written Communication with Legislators (requesting a response)</p> <p>Invitations to WIB Meetings</p> <p>Invitations to Worknet, i.e., for a tour, Chamber Mixer, etc.</p>	<p>Annually (April)</p>	<p>Exec</p>

**B. Measurement Category: Internal Operations/Organizational Effectiveness**

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
<p>1. Program Accountability:</p> <p>a. Plan vs. Actual Participant Activity</p> <p>Numbers</p> <p>Merced County Population Demographics</p> <ul style="list-style-type: none"> <li>• White – 34.9 %</li> <li>• Hispanic – 52.9 %</li> <li>• Asian – 6.6 %</li> <li>• African Amer – 4.1 %</li> </ul>	<p>Planned vs. Actual</p> <p>Participants vs. Merced Co. Demographics</p>	<p>Participant Reports</p> <p>Participant Reports</p>	<p>Quarterly (Oct/Jan/Apr/Jul)</p> <p>Annually (Jul)</p>	<p>QUED</p> <p>QUED</p>

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<ul style="list-style-type: none"> <li>Amer Indian – 1.6 %</li> <li>Others – .3%</li> </ul> <p><a href="http://quickfacts.census.gov/qfd/states/06/06047.html">http://quickfacts.census.gov/qfd/states/06/06047.html</a></p> <ul style="list-style-type: none"> <li>Performance Measures</li> </ul>	Attain 80% level on Goals	Performance Reports	Quarterly (Nov/Feb/May/Oct)	QUED
<p>b. Report Results:</p> <ul style="list-style-type: none"> <li>Audits</li> <li>Monitoring</li> <li>Youth Quarterly Program Reports</li> </ul> <p>Out-of-School Youth</p> <p>Younger Youth</p>	Zero Findings Zero Findings	Single Audit EDD Monitoring WI Monitoring	Per Occurrence	Exec Exec
<p>c. Resources are Allocated Appropriately:</p> <ul style="list-style-type: none"> <li>The Selected Industry Cluster and Occupations Within The Cluster Are Being Supported</li> <li>Quality Controls</li> <li>Productivity</li> </ul>	Acceptable Progress Acceptable Progress	Report from MCOE Report from MCOE	Quarterly Quarterly	YC YC
<ul style="list-style-type: none"> <li>The Selected Industry Cluster and Occupations Within The Cluster Are Being Supported</li> <li>Quality Controls</li> <li>Productivity</li> </ul>	Review results of training and job placements in the industry	Identify and select industry cluster	Annually (July)	QUED
	Improved Scores	Customer Satisfaction Data	Annually (July)	QUED
	Attainment	Performance Measures	Annually (July)	QUED

**C. Measurement Category: Financial/Market Perspective**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
<p>1. Expenditures including:</p> <ul style="list-style-type: none"> <li>Obligations</li> <li>Accruals (Expenses)</li> </ul>	80% Expended by End of Year	Fiscal Reports	Monthly	Exec

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<ul style="list-style-type: none"> <li>• Encumbrances</li> <li>• By funding source</li> <li>• By service</li> <li>• Plan vs. Actual</li> </ul>				
2. Revenue & Resources:				
a. Grants	#s Received #s Applied for Sources	WI Report	Per Occurrence	Exec
b. Revenue Generation	# of Sources Amount of \$\$	WI Report	Quarterly (Oct/Jan/Apr/Jul)	Exec

**D. Measurement Category: Learning and Innovation**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Influence the Workforce Investment System				
a. Education	Report on Activity	Participate on the P-16 Council	Quarterly	Exec
b. Economic Development Adhoc Committee	New Jobs Created Jobs Retained or Jobs Lost	TBD	TBD	TBD

**Glossary**

Exec - WIB Executive Committee  
 QUED – Quality Employment Development Committee  
 YC - Youth Council

Revision Date: December 6, 2010

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

WIB GOALS

- Goal 1: **Comprehensive programs for employment and life skills for youth and adults.**
- Goal 2: **Facilitating resources and networks to help business succeed.**
- Goal 3: **Influence workforce legislation and regulations.**
- Goal 4: **Improve One-Stop effectiveness and quality.**
- Goal 5: **Board development strategies, public awareness and outcomes.**
- Goal 6: **Capacity in WIB system to gather business data.**



**A. Measurement Category: Customer Perspective**

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
1. Business Customer Satisfaction				
a. Employer Needs Are Being Met	80% Satisfaction Rate & Increase in the # of Employers using Worknet Services	<del>Face-to-face</del> <del>10-Online</del> <del>One-Question Survey</del> <del>of 30-Employers</del>	Annually (July)	QUED
b. Are the Right Industries Targeted <ul style="list-style-type: none"> <li>• Economic Development Targeted Industries</li> <li>• Growth Industries</li> </ul>	Compare targets and adjust industry focus, if necessary	Review LMI (Growth Industries & Early Warning Data)	Annually (July)	Exec

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<p>2. Job Seeker Customer Satisfaction</p> <p>a. Job Seeker Needs Are Being Met</p> <p>b. Input from Customers Is Used To Improve Services</p>	<p>90%</p> <p>Rating to meet or exceed</p>	<p>Customer Satisfaction Surveys</p> <p>One Stop Management</p>	<p>Biannually (Jan/July)</p> <p>Biannually (Jan/July)</p>	<p>QUED</p> <p>QUED</p>
<p>3. Workforce Development Advocacy/Awareness</p>	<p># Of Face to Face Meetings</p> <p># Of Written Communications</p> <p>Voting record of Legislators</p> <p>Positive impact to Support Local Control</p> <p>Stable or increased WIA Funding</p>	<p>Meetings with Legislators</p> <p>Written Communication with Legislators (requesting a response)</p> <p>Invitations to WIB Meetings</p> <p>Invitations to Worknet, i.e., for a tour, Chamber Mixer, etc.</p>	<p>Annually (April)</p>	<p>Exec</p>

**B. Measurement Category: Internal Operations/Organizational Effectiveness**

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
<p>1. Program Accountability:</p> <p>a. Plan vs. Actual Participant Activity</p> <p>Numbers</p> <p>Merced County Population Demographics</p> <ul style="list-style-type: none"> <li>• White – 34.9 %</li> <li>• Hispanic – 52.9 %</li> <li>• Asian – 6.6 %</li> <li>• African Amer – 4.1 %</li> </ul>	<p>Planned vs. Actual</p> <p>Participants vs. Merced Co. Demographics</p>	<p>Participant Reports</p> <p>Participant Reports</p>	<p>Quarterly (Oct/Jan/Apr/Jul)</p> <p><del>Biannually</del> <u>Annually</u> (Jul/<del>Jan</del>)</p>	<p>QUED</p> <p>QUED</p>

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<ul style="list-style-type: none"> <li>Amer Indian – 1.6 %</li> <li>Others – .3%</li> </ul> <p><a href="http://quickfacts.census.gov/qfd/states/06/06047.html">http://quickfacts.census.gov/qfd/states/06/06047.html</a></p> <ul style="list-style-type: none"> <li>Performance Measures</li> </ul>	Attain 80% level on Goals	Performance Reports	Quarterly (Nov/Feb/May/Oct)	QUED
<p>b. Report Results:</p> <ul style="list-style-type: none"> <li>Audits</li> <li>Monitoring</li> <li>Youth Quarterly Program Reports</li> </ul> <p>Out-of-School Youth</p> <p>Younger Youth</p>	<p>Zero Findings</p> <p><u>Zero Findings</u></p> <p>Acceptable Progress</p> <p>Acceptable Progress</p>	<p>Single Audit</p> <p>EDD Monitoring WI Monitoring</p> <p>Report from MCOE</p> <p>Report from MCOE</p>	<p><del>Annually (May)</del></p> <p><del>Annually (Feb)</del> <del>Biannually (Jan/Jul)</del> <u>Per Occurrence</u></p> <p>Quarterly</p> <p>Quarterly</p>	<p>Exec</p> <p>Exec</p> <p>YC</p> <p>YC</p>
<p>c. Resources are Allocated Appropriately:</p> <ul style="list-style-type: none"> <li>The Selected Industry Cluster and Occupations Within The Cluster Are Being Supported</li> <li>Quality Controls</li> <li>Productivity</li> </ul>	<p>Review results of training and job placements in the industry</p> <p>Improved Scores</p> <p>Attainment</p>	<p>Identify and select industry cluster</p> <p>Customer Satisfaction Data Performance Measures</p>	<p>Annually (July)</p> <p>Annually (July)</p> <p>Annually (July)</p>	<p>QUED</p> <p>QUED</p> <p>QUED</p>

**C. Measurement Category: Financial/Market Perspective**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
<p>1. Expenditures including:</p> <ul style="list-style-type: none"> <li>Obligations</li> <li>Accruals (Expenses)</li> <li>Encumbrances</li> </ul>	80% Expended by End of Year	Fiscal Reports	Monthly	Exec

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<ul style="list-style-type: none"> <li>• By funding source</li> <li>• By service</li> <li>• Plan vs. Actual</li> </ul>				
2. Revenue & Resources:				
a. Grants	#s Received #s Applied for Sources	WI Report	<del>Quarterly</del> <del>(Oct/Jan/Apr/Jul)</del> <u>Per Occurrence</u>	Exec
b. Revenue Generation	# of Sources Amount of \$\$	WI Report	Quarterly (Oct/Jan/Apr/Jul)	Exec

**D. Measurement Category: Learning and Innovation**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Influence the Workforce Investment System				
a. Education	Report on Activity	Participate on the P-16 Council	Quarterly	Exec
b. Economic Development Adhoc Committee	New Jobs Created Jobs Retained or Jobs Lost	<del>Reports by MCEDCO,</del> <del>and CAED</del> <u>TBD</u>	<del>Quarterly</del> <u>TBD</u>	<del>Exec</del> <u>TBD</u>

**Glossary**

Exec - WIB Executive Committee  
 QUED – Quality Employment Development Committee  
 YC - Youth Council

Revision Date: ~~March 4~~December 6, 2010

**TO: Executive Committee**

**DATE: 12/06/10**

**FROM: WIB Staff**

**For Discussion**

**For Action**

**For Information**

**SUBJECT: Workforce Investment Board (WIB) Strategic Scorecard Review**

**PROPOSED MOTION(S): For Discussion Only**

**DISCUSSION: The WIB Strategic Scorecard is to be used to manage the attainment of the WIB's efforts. The Scorecard is divided into four Measurement Categories:**

**A) Customer Perspective, B) Internal Operations/Organizational Effectiveness, C) Financial/Market Perspective, and D) Learning & Innovation.**

**The areas that require discussion/review are:**

**B. Internal Operations/Organizational Effectiveness**

**1.a. Plan vs. Actual Participant Activity – *See attached Participant Report***

**1.a. Performance Measures – *See attached Quarterly Performance Update (11/30/10)***

**C. Financial/Market Perspective**

**1. Expenditures - *See Financial Report (Action Item 5.a)***

**2. Revenue - *See Financial Report (Action Item 5.a)***

**ATTACHMENT(S): Participant Report, Quarterly Performance Update**

**TO: Executive Committee**

**DATE: 12/06/10**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Participant Report**

**Proposal: Information only.**

**DISCUSSION: Attached is a participant report for the time period July 2010 to October 2010, which reflects the number of participants enrolled and exited (and how they entered and exited the programs). Each year a modification to the Workforce Investment Board 5-Year Strategic Plan is submitted with projected participant numbers. The attached report is a comparison of the actual participant numbers with 33.33% of the program year expended and tentative projections, which include additional participants for ARRA funding.**

**This report is a “snapshot” of the Workforce Investment Act (WIA) programs. Non-WIA services and Supportive services reflect other trainings and services where WIA funds were used to help participants with supplies, materials, transportation, childcare, and other necessary expenses allowed by the WIA.**

**ATTACHMENT(S):  
Participant Report**

**WIA PARTICIPANT SUMMARY REPORT - FORMULA GRANTS**

**PY 2010/11 - October 2010**

**Report Range 07/2010 to 10/2010**

33.33% of Plan Year Expended

	Adult (201)			Dislocated Worker (501)		
	Actual	Planned	Per Cent	Actual	Planned	Per Cent
<b>Total Participants</b>	291	380	76.6%	315	370	85.1%
Participants Carried In	281	280	100.4%	273	265	103.0%
New Participants Entering Grant	10	100	10.0%	42	105	40.0%
<b>Total Participants Exiting WI</b>	56			44		
Entered Unsubsidized Employment	34	110	30.9%	37	130	28.5%
Training Related	17	80	21.3%	12	110	10.9%
Other Exits*	11	30	36.7%	3	40	7.5%
<b>Program Activities/Services Summary</b>						
Core Services (Registered)	288	375	76.8%	312	365	85.5%
Intensive Services	260	300	86.7%	287	300	95.7%
Training Services**	74	100	74.0%	187	250	74.8%
Non-WIA Funded Services	139			47		
Supportive Services	242			226		

	Older Youth (301)				
	Older Youth	Younger Youth	Actual Total	Planned	Per Cent
<b>Total Participants</b>	142	490	632		
Participants Carried In	140	489	629		
New Participants Entering Grant	2	1	3		
<b>Total Participants Exiting WI</b>	34	115	149		
Entered Unsubsidized Employment	12	23	35		
Training Related	5	8	13		
Entered Post-Secondary Education	12	63	75		
Entered Advanced Training	2	1	3		
Attained High School Diploma/GED	1	75	76		
Other Exits	4	15	19		
<b>Program Activities/Services Summary</b>					
Goals Set (Younger Youth Only)**		103	103		

\*Other Exits includes Exit Code 02 "Remained With Layoff Employer" for Dislocated Workers.

\*\*Training Services totals exclude Non-WIA Funded Training Services

\*\*\*Goals Set is no longer a Participant Plan data point. Results listed for informational purposes only.

**ARRA PARTICIPANT SUMMARY REPORT - SELECTED GRANTS**

**PY 2010/11 - October 2010**

**Report Range 07/2010 to 10/2010**

	<b>ARRA Adult (102)</b>	<b>ARRA Dislocated Worker (105)</b>	<b>ARRA Green Jobs Older Youth (120)**</b>	<b>ARRA Green Jobs Younger Youth (121)**</b>
<b>Total Participants</b>	149	296	85	57
Participants Carried In				
New Participants Entering Grant	149	296	85	57
<b>Total Participants Exiting WI</b>	60	117	8	26
Entered Unsubsidized Employment	43	67	6	9
Training Related	12	22	2	7
Entered Military Service				
Entered Qualified Apprenticeship Program				
Entered Post-Secondary Education		1		1
Entered Advanced Training				1
Attained Recognized Certificate/Diploma/Degree	18	60	2	10
Attained High School Diploma/GED				
Returned to Secondary School (Youth Only)				
Exits Excluded from Performance	3	1		
Other Exits	12	13	2	18
<b>Program Activities/Services Summary</b>				
Core Services (Registered)	142	283	34	14
Intensive Services	123	260	50	18
Training Services*	57	185	1	3
Non-WIA Funded Services	41	41	15	1
Supportive Services	119	196	12	28
Youth Services				
Concurrent Program Participants	75	120	29	10
Individual Training Accounts	20	54		
Goals Set (Younger Youth Only)				

\*Training Services totals exclude Non-WIA Funded Training Services

\*\*Green Jobs Numbers include Participants from all Grant Partners

**WIA PARTICIPANT CHARACTERISTICS SUMMARY**  
**Report Period: 7/2010 to 10/2010**  
**FORMULA GRANTS**

	ADULT		DISLOCATED WORKER		301 OLDER YOUTH		301 YOUNGER YOUTH		TOTAL (ALL GRANT CODES)	
	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	291	100.0%	315	100.0%	169	100.0%	490	100.0%	1,265	100.0%
Female	205	70.4%	142	45.1%	85	50.3%	274	55.9%	706	55.8%
Male	86	29.6%	173	54.9%	84	49.7%	216	44.1%	559	44.2%
<b>Age</b>										
14-18	8	2.7%			29	17.2%	490	100.0%	527	41.7%
19-21	19	6.5%	3	1.0%	140	82.8%			162	12.8%
22-29	95	32.6%	50	15.9%					145	11.5%
30-44	108	37.1%	117	37.1%					225	17.8%
45-54	45	15.5%	91	28.9%					136	10.8%
55-61	14	4.8%	48	15.2%					62	4.9%
62-64	1	0.3%	3	1.0%					4	0.3%
65 and over	1	0.3%	3	1.0%					4	0.3%
<b>Race/Ethnicity</b>										
American Indian / Alaskan Native	12	4.1%	4	1.3%	3	1.8%	3	0.6%	22	1.7%
Asian	29	10.0%	21	6.7%	13	7.7%	122	24.9%	185	14.6%
Black / African American	14	4.8%	14	4.4%	13	7.7%	16	3.3%	57	4.5%
Hawaiian Native/Other Pacific Islander	3	1.0%	1	0.3%	1	0.6%	1	0.2%	6	0.5%
White	115	39.5%	151	47.9%	27	16.0%	45	9.2%	338	26.7%
Ethnicity Hispanic or Latino	130	44.7%	133	42.2%	116	68.6%	307	62.7%	686	54.2%
<b>Labor Force Status</b>										
Employed	93	32.0%	17	5.4%	7	4.1%	3	0.6%	120	9.5%
Unemployed	198	68.0%	298	94.6%	162	95.9%	486	99.2%	1,144	90.4%
UI Claimant	28	9.6%	262	83.2%	3	1.8%	1	0.2%	294	23.2%
UI Exhaustee	5	1.7%	10	3.2%			1	0.2%	16	1.3%
<b>Barriers to Employment</b>										
Disabled	6	2.1%	5	1.6%	5	3.0%	21	4.3%	37	2.9%
Limited English Proficiency	2	0.7%			4	2.4%	7	1.4%	13	1.0%
Single Parent	58	19.9%	49	15.6%	30	17.8%	17	3.5%	154	12.2%
Work Profiling Reempl. Services Referral	1	0.3%	22	7.0%	1	0.6%			24	1.9%
Low Income	197	67.7%	187	59.4%	140	82.8%	461	94.1%	985	77.9%
Displaced Homemaker	1	0.3%	1	0.3%					2	0.2%
Offender	13	4.5%	11	3.5%	14	8.3%	33	6.7%	71	5.6%
Homeless	6	2.1%	1	0.3%	7	4.1%	7	1.4%	21	1.7%
Runaway Youth					2	1.2%	10	2.0%	12	0.9%
Pregnant Parenting Youth					46	27.2%	25	5.1%	71	5.6%
Youth Needing Additional Assistance					168	99.4%	486	99.2%	654	51.7%
Basic Literacy Skills Deficient	81	27.8%	119	37.8%	126	74.6%	317	64.7%	643	50.8%
Substance Abuse					3	1.8%	8	1.6%	11	0.9%
Foster Youth			1	0.3%	4	2.4%	6	1.2%	11	0.9%

**ARRA PARTICIPANT CHARACTERISTICS SUMMARY**

**Report Period: 7/2010 to 10/2010**

**SELECTED GRANTS**

	ARRA ADULT (102)		ARRA DISLOCATED WORKER (105)		ARRA GREEN JOBS OLDER YOUTH (120)		ARRA GREEN JOBS YOUNGER YOUTH (121)		TOTAL (ALL GRANT CODES)	
	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	149	100.0%	296	100.0%	85	100.0%	57	100.0%	587	100.0%
<b>Female</b>	95	63.8%	107	36.1%	19	22.4%	15	26.3%	236	40.2%
<b>Male</b>	54	36.2%	189	63.9%	66	77.6%	42	73.7%	351	59.8%
<b>Age</b>										
14-18	5	3.4%			9	10.6%	25	43.9%	39	6.6%
19-21	17	11.4%	5	1.7%	53	62.4%	25	43.9%	100	17.0%
22-29	38	25.5%	49	16.6%	23	27.1%	7	12.3%	117	19.9%
30-44	54	36.2%	114	38.5%					168	28.6%
45-54	24	16.1%	83	28.0%					107	18.2%
55-61	9	6.0%	38	12.8%					47	8.0%
62-64	2	1.3%	5	1.7%					7	1.2%
65 and over			2	0.7%					2	0.3%
<b>Race/Ethnicity</b>										
American Indian / Alaskan Native	4	2.7%	5	1.7%			4	7.0%	13	2.2%
Asian	6	4.0%	14	4.7%	1	1.2%	4	7.0%	25	4.3%
Black / African American	9	6.0%	21	7.1%	14	16.5%	11	19.3%	55	9.4%
Hawaiian Native/Other Pacific Islander	1	0.7%					1	1.8%	2	0.3%
White	63	42.3%	151	51.0%	36	42.4%	15	26.3%	265	45.1%
Ethnicity Hispanic or Latino	71	47.7%	119	40.2%	44	51.8%	32	56.1%	266	45.3%
<b>Labor Force Status</b>										
Employed	32	21.5%	48	16.2%	5	5.9%	2	3.5%	87	14.8%
Unemployed	117	78.5%	248	83.8%	80	94.1%	55	96.5%	500	85.2%
UI Claimant	13	8.7%	218	73.6%	2	2.4%	2	3.5%	235	40.0%
UI Exhaustee	4	2.7%	11	3.7%	1	1.2%	1	1.8%	17	2.9%
<b>Barriers to Employment</b>										
Disabled	3	2.0%	6	2.0%	4	4.7%	2	3.5%	15	2.6%
Limited English Proficiency	2	1.3%	1	0.3%					3	0.5%
Single Parent	33	22.1%	46	15.5%	13	15.3%	1	1.8%	93	15.8%
Work Profiling Reempl. Services Referral			14	4.7%	1	1.2%			15	2.6%
Low Income	113	75.8%	159	53.7%	78	91.8%	56	98.2%	406	69.2%
Displaced Homemaker			1	0.3%					1	0.2%
Offender	10	6.7%	12	4.1%	17	20.0%	4	7.0%	43	7.3%
Homeless	4	2.7%	1	0.3%	6	7.1%	2	3.5%	13	2.2%
Runaway Youth										
Pregnant Parenting Youth										
Youth Needing Additional Assistance										
Basic Literacy Skills Deficient	60	40.3%	110	37.2%	54	63.5%	41	71.9%	265	45.1%
Substance Abuse	1	0.7%			1	1.2%	3	5.3%	5	0.9%
Foster Youth			1	0.3%	3	3.5%	4	7.0%	8	1.4%

## Quarterly Performance Update

Report Date 7/1/2010-9/30/2010

Data as of 11/30/2010

<b>Adult</b>	<b>10/11 Neg</b>		<b>7/1/10-09/30/10 Actual</b>	<b>Ratio</b>
Entered Employment	72.00%		52.00%	13/25
Retention	78.50%		69.23%	18/26
Average Earnings	\$13,000.00		\$13,656.00	\$245,819.81/18

<b>Dislocated Worker</b>	<b>10/11 Neg</b>		<b>7/1/10-09/30/10 Actual</b>	<b>Ratio</b>
Entered Employment	74.00%		80.77%	21/26
Retention	81.00%		60.00%	9/15
Average Earnings	\$13,900.00		\$8,703.66	\$78332.93/9

<b>Youth</b>	<b>10/11 Neg</b>		<b>7/1/10-09/30/10 Actual</b>	<b>Ratio</b>
Entered Employment or Education	65.00%		50.00%	4/8
Attained Degree or Certificate	61.00%		80.00%	4/5
Literacy and Numeracy Gains	40.00%		20.55%	15/73

**TO: Executive Committee**

**DATE: 12/06/10**

**FROM: Staff**

**For Discussion**

**For Action**

**For Information**

**SUBJECT: Possible Funding Rescissions**

**PROPOSED MOTION(S): For Discussion only**

**DISCUSSION: HR 6403 has been introduced to immediately rescind all unobligated discretionary stimulus funds that have not been obligated. The State has already asked for special update reports on spending with the implication that spending will be highly scrutinized for possible rescissions on all American Reinvestment and Recovery Act funding grants.**

**ATTACHMENT(S): None**

**TO: Executive Committee**

**DATE: 12/06/10**

**FROM: Staff**

**For Discussion**

**For Action**

**For Information**

**SUBJECT: Move to Wardrobe - Considerations**

**PROPOSED MOTION(S): Information and Possible Direction**

**DISCUSSION: On November 5, 2010 a meeting was held to determine a timeline for moving the Worknet One Stop facility from 16<sup>th</sup> Street in Merced to 1880 Wardrobe Avenue in Merced, combining the Administration facility and the One-Stop operations. Items considered for the move included packing; notification of customers, vendors, partners, and other stakeholders; storage/disposal of items that will not be used, coordination among staff and partners, updating outreach materials; developing a calendar of events; and providing information and training to staff.**

**On November 17, 2010 a meeting was held with all Department of Workforce Investment employees to determine what the Merced County Workforce Investment System will look like that will provide full access and quality services to the community after the move takes place. This was a comprehensive meeting facilitated by Mr. Bob Lanter who has a very extensive background in Workforce Investment including positions such as Director of the Contra Costa Workforce Investment Area, key positions with the California Workforce Association, and Department of Labor. Committees and a time line were established to include; how to deliver effective customer service with the new arrangement; pursuit of additional funding opportunities; capacity building for staff and partners as well as cross training; increasing enrollments; and optimizing the use of technology.**

**The resulting report from Mr. Bob Lanter's facilitation has arrived and is under review. A sample report will be available at the meeting.**

**A Board Agenda Item (BAI) scheduled for December 14, 2010, has been prepared to inform the Board of Supervisors that the Worknet One Stop Employment Resource Center located on 16<sup>th</sup> Street will be moved to the Wardrobe location.**

**ATTACHMENT(S): None**

# Worknet Customer Satisfaction Report

October 2010

All Locations Combined	Oct-09	Oct-10	Sep-10	Aug-10
<b>Customer Satisfaction</b>				
Courtesy of staff.	9.73	9.65	9.66	9.47
Time if took for staff to assist you.	9.76	9.56	9.66	9.51
Did you get the information you needed?	9.70	9.62	9.58	9.41
Were you satisfied with the services?	9.70	9.72	9.55	9.50
Did we help you today?	9.58	9.66	9.54	9.62
<b>Would you refer our services to others?</b>				
Yes	192	105	122	253
No	1	4	0	1
No Selection Made	9	1	3	9
<b>How did you hear about us?</b>				
CalWORKs	0	6	8	11
EDD	35	16	24	37
Friend/Family	184	33	36	126
Flyer/Brochure	0	1	1	5
Internet	6	4	2	4
Newspaper	0	4	4	5
Other	2	7	6	22
Phone Book	0	1	1	3
Radio Ad	0	1	1	5
Walk-in	223	46	48	64

\*Effective April 2010 the following data is from Customer Satisfaction Surveys vs. Scan Cards

## Results By Location - October 2010

	Merced	Los Banos	Wardrobe	All Locations
<b>Customer Satisfaction</b>				
Courtesy of staff.	9.54	9.71	10.00	9.65
Time if took for staff to assist you.	9.43	9.65	10.00	9.56
Did you get the information you needed?	9.54	9.67	10.00	9.62
Were you satisfied with the services?	9.65	9.76	10.00	9.72
Did we help you today?	9.54	9.75	10.00	9.66
<b>Would you refer our services to others?</b>				
Yes	43	61	1	105
No	3	1	0	4
No Selection Made	0	1	0	1
<b>How did you hear about us?</b>				
CalWORKs	2	4	0	6
EDD	7	9	0	16
Friend/Family	16	17	0	33
Flyer/Brochure	0	1	0	1
Internet	2	2	0	4
Newspaper	2	2	0	4
Other	5	1	1	7
Phone Book	1	0	0	1
Radio Ad	1	0	0	1
Walk-in	15	29	31	46

**Worknet**  
**Customer Satisfaction Report**  
**Suggestions and Concerns - All Locations - October 2010**

**Suggestions**

**Do you have any suggestions on how we can improve our services?**

Not really. This facility along with faculty is outstanding!

Keep up the good work!

Have applications ready for people to fill out.

Ayudando personas que no saben usar computadoras. (Help people who do not know how to use computers)

No you're wonderful.

hire me

just keep smiling

different computer space set up

excellent service

weather changing keep a/c at comfortable temperature. Bur-

no, it's good already

you guys are great

time management

no, I believe you are already doing a wonderful job.

not at this time

if interviews are outside of Los Banos, it helps if we can get some help with fuel.

everything is okay

more job postings, newspaper ads.

great job

nope, doing good!

none, everything is fine

Staff did a really good job. An asset to Worknet!!

No, I think your services are great.

Just keep up the good work!

Necesitan mas empleados, Minimul 5 (Need more employees, minimum 5)

Not at this time.

Just I think incourage (encourage) more people to come.

Seems pretty good, Everything to help you find a job.

None- all was very helpful

Congadulations! (Congratulations!)

Excellent resources

No, did great!

Keep up the good work

**Worknet**  
**Customer Satisfaction Report**  
**Suggestions and Concerns - All Locations - October 2010**

Good job!

Not at this moment

No/None/NA had 11 entries

**Worknet**  
**Customer Satisfaction Report**  
**Suggestions and Concerns - All Locations - October 2010**

**Concerns**

**Can you think of any concerns or issues that we may be able to assist you with?**

I am definately going to refer this as a model for Fresno EDD, which lacks for a proper assistance of employment. Everything you provided me here has helped me. Thank you!

none right now.

Let all find suitable job

no, all my concerns and issues have already been taking care of by the staff.

at Thrive and Survive workshop last week, the room was extremely cold, jackets helped, but the hands were freezing.

maybe a little more assistance

finding a job

assistance with disability

none, everything great

None currently

Resume Help

Yes Help me find a job!

Yes, do you also help get into colleges?

Ahorita no (Not right now)

Everything o.k.

Why different staff at window, they seemed uninformed. Please keep same! So they know who i am. Have to explain over and over.

Finding a job that I can do.

Classes in budgets, marketing, small business guidance

You're doing great! Everything

Take it easy. Always very prompt to help, thank you.

No, thank you!

Help w.finding new training location

Steps on how to get hired for a job.

No/None/NA had 11 entries

# Worknet Customer Service Report

October 2010

	Oct-09	Oct-10	Sep-10	Aug-10
<b>All Locations Combined</b>				
<b>Visits</b>				
Return Visits (Total Core Svcs - First Visit Registrations)	4521	9653	10102	11280
First Visits (New Registrations)	322	410	502	596
Total Visits (Core Svcs Used)	4843	10063	10604	11876
Total Visitors (Unique Visitors)	2176	1738	1787	2087
<b>What did our customers use?</b>				
Career Assessment	237	88	99	163
Certificate Test	57	143	134	111
Copier	404	300	364	374
EDD/Unemployment	101	71	57	61
External Web Site Job Referral	0	2312	2627	2565
Fax	1239	195	198	244
Internet Job Search	2282	3101	3175	3577
Job Wall	353	739	730	798
Local Office Orientation - JTA 18	230	63	99	123
Other VOS Internet Services	0	396	312	484
PLATO Lab	917	644	722	854
Resume/Cover Letter/Application JTA 15	727	959	943	1137
Special Class	50	86	62	105
Staff Appointment	408	153	156	290
Summer Jobs for Youth	158	15	13	11
Telephone	94	174	215	190
Typing Practice	162	150	113	122
Workshop	54	64	83	71

## Results By Location - October 2010

	Merced	Los Banos	Wardrobe	All Locations
<b>Visits</b>				
Return Visits	6189	3361	103	9653
First Visits	257	132	21	410
Total Visits	6446	3493	124	10063
Total Visitors*	1188	551	72	1738
<b>What did our customers use?</b>				
Career Assessment	62	24	2	88
Certificate Test	116	27	0	143
Copier	242	57	1	300
EDD/Unemployment	37	34	0	71
External Web Site Job Referral	1229	1059	24	2312
Fax	148	46	1	195
Internet Job Search	2108	971	22	3101
Job Wall	640	98	1	739
Local Office Orientation - JTA 18	11	30	22	63
Other VOS Internet Services	275	107	14	396
PLATO Lab	239	401	4	644
Resume/Cover Letter/Application JTA 15	678	275	6	959
Special Class	36	47	3	86
Staff Appointment	87	64	2	153
Summer Jobs for Youth	11	4	0	15
Telephone	128	46	0	174
Typing Practice	100	50	0	150
Workshop	42	21	1	64

\*Total visitors count for all locations may be different than the total for each location combined as one person may have visited more than one location during the month.

**TO: Executive Committee**

**DATE: 12/06/10**

**FROM: Staff**

**For Discussion**

**For Action**

**For Information**

**SUBJECT: California's 49 Local Workforce Investment Area (LWIA) Configurations**

**PROPOSED MOTION(S): For Information Only**

**DISCUSSION: For Information Only.**

**A breakdown of how Local Workforce Investment Areas are structured in California was requested from and provided to the County's Chief Executive Officer. The first page of the attachment displays the information for the Central California Workforce Collaborative (CCWC). This Collaborative encompasses all of the LWIAs in the Central San Joaquin Valley. The second and third page of the attachment is a list of all 49 LWIAs and how they are structured.**

**ATTACHMENT(S): LWIA Administrative Structures**

**LWIA Administrative Structures  
The Central California Workforce Collaborative**

	Base	Structured Through	One-Stop Operation	Enterprise Zone Management	Enterprise Zone Vouchering	
Fresno County	JPA City/County	Non-Profit Consortium	WIB contracts out One-Stops(4 contracts)	No	Yes	CCWC
Kern/Inyo/Mono Consortium	JPA (3 Counties)	Separate county department/Workforce Development	WIB operates One-Stop	No	Yes	CCWC
* Kings County	County	Workforce /Economic Development		No	No	CCWC
Madera County	County	County Office of Education	WIB operates One-Stop	No	No	CCWC
Merced County	County	Workforce Investment	WIB operates One-Stop	Yes	Yes	CCWC
Mother Lode Consortium	JPA (4 Counties)	Special District	WIB operates One-Stop	No	No	CCWC
San Joaquin County	County	Workforce and Economic Development	WIB operates multiple One-Stops	No	No	CCWC
Stanislaus County	County	WIB - Non-Profit work for Non-Profit; One-Stop Staff is with separate county department	WIB Staff WIB operates One Stops	Yes	Yes	CCWC
Tulare County	County	Non-Profit Incorporated Agreement; County provides staffing; separate county department	WIB contracts out One-Stops	No	Yes	CCWC

\* Information based on Director's knowledge only – not from survey results

## LWIA Administrative Structures

	Base	Structured Through	One-Stop Operation	Enterprise Zone Management	Enterprise Zone Vouchering		
	Alameda County	County	Separate Department within Social Services Agency	WIB contracts out One-Stops * other (3 contracts)	No	No	
	Anaheim	City	City Community Development	WIB through City runs One-Stop	No	No	
	Contra Costa County	County	Separate Department within Social Services Agency	WIB operates One-Stop	No	Yes	
	Foothill Employment and Training Consortium	JPA - Cities	City Health and Human Resources	WIB staff operates the One-Stop	No	No	
	Fresno County	JPA City/County	Non-Profit Consortium	WIB contracts out One-Stops(4 contracts)	No	Yes	CCWC
	Golden Sierra Consortium	JPA Counties	Special District	WIB Operates One-Stop	No	No	
*	Humboldt County	County	County Economic Development		No	No	
*	Imperial County	County	County Workforce Development		No	No	
	Kern/Inyo/Mono Consortium	JPA (3 Counties)	Separate county department/Workforce Development	WIB operates One-Stop	No	Yes	CCWC
*	Kings County	County	Workforce /Economic Development		No	No	CCWC
	Long Beach City	JPA 4 Cities	WIB - Non-Profit [Becoming 501(c)3]	WIB operates One-Stop	Yes	Yes	
*	Los Angeles City	City	Mayor's Office	WIB contracts out One-Stops	No	No	
*	Los Angeles County	County	Workforce and Community Services	WIB contracts out One-Stops	No	No	
	Madera County	County	County Office of Education	WIB operates One-Stop	No	No	CCWC
	Marin County	County	County Health and Human Services	WIB contracts out One-Stop to HHS	No	No	
	Mendocino County	County	County Health and Human Services	WIB contracts out One-Stop	No	No	
	Merced County	County	Workforce Investment	WIB operates One-Stop	Yes	Yes	CCWC
* *	Monterey County	County	Moving from HHS to Economic Development		No	No	
	Mother Lode Consortium	JPA (4 Counties)	Special District	WIB operates One-Stop	No	No	CCWC
*	Napa County	County	Social Services		No	No	
	NoRTEC Consortium	JPA (11 Counties)	Special District	WIB contracts out One-Stops	No	Yes	
	North Central Counties Consortium	JPA Counties	Special District	WIB contracts out One-Stops	No	No	
	NOVA Consortium	JPA - Multiple Cities	City of Sunnyvale Workforce Development	WIB operates One-Stop	No	No	
	Oakland City	City	Was in Mayor's Office	WIB contracts out One-Stops	No	Yes - In City not the WIB	
*	Orange County	County	Community Services/Housing		No	No	
	Richmond City	City	Workforce Development	WIB operates One-Stops	Yes	Yes	
	Riverside County	County	Department in Economic Development Agency	WIB operates One-Stop	No	Yes	

\* Information based on Director's knowledge only - not from survey results

\*\* Direct discussion with LWIA

## LWIA Administrative Structures

Sacramento City/County Consortium	JPA City/County		WIB operates One-Stop and contracts out (6)	No	Yes	
San Benito County	County	Health and Human Services	WIB operates One-Stop	No	No	
* San Bernardino City	City	Workforce own agency		No	No	
San Bernardino County	County	Economic Development Department, WIB Non-Profit	WIB operates One-Stop	No	Yes	
San Diego Consortium	JPA City and County	WIB Non-Profit	WIB contracts out One-stops for some locations/runs others	No	No	
San Francisco City/County	JPA City and County	Workforce Development	WIB contracts out One-Stops	No	No	
San Joaquin County	County	Workforce and Economic Development	WIB operates multiple One-Stops	No	No	CCWC
San Jose/Silicon Valley	City	Economic Development Department	WIB operates One-Stop	No	No	
* San Luis Obispo County	County	Workforce in Social Services	WIB contracts out One-stops services	No	No	
San Mateo County	County	Housed in Health and Human Services	WIB contracts out One-Stop to CBO and HHS	No	No	
* Santa Ana City	City	Economic Development		No	No	
Santa Barbara County	County	Housed in Health and Human Services	WIB contracts out One-Stops to 5 vendors	No	No	
Santa Cruz County	County	Housed in Health and Human Services	WIB operates two of 3 One-Stops	No	Yes	
SELACO (Southeast Los Angeles County Consortium)	JPA - Cities	Non-profit	WIB operates One-Stop	No	No	
Solano County	County	Non-profit	WIB operates One-Stops	No	No	
Sonoma County	County	Human Services	WIB operates One-Stops	No	No	
South Bay Consortium	JPA Cities	Non-Profit	WIB operates One Stops	No	No	
Stanislaus County	County	WIB - Non-Profit Staff work for Non-Profit; One-Stop Staff is with separate county department	WIB operates One Stops	Yes	Yes	CCWC
Tulare County	County	Non-Profit Incorporated WIB/CLEO Agreement; County provides staffing; separate county department	WIB contracts out One-Stops	No	Yes	CCWC
Ventura County	County	WIA contributes to County Human Services	WIB contracts out One-Stops (8 centers; different vendors)	No	No	
* Verdugo Consortium	JPA City Consortium			No	No	
Yolo County	County	Social Services		No	No	

\* Information based on Director's knowledge only - not from survey results

\*\* Direct discussion with LWIA

**TO: Executive Committee**

**DATE: 12/06/10**

**FROM: Staff**

**For Discussion**

**For Action**

**For Information**

**SUBJECT: Local Plan Modification Instructions**

**PROPOSED MOTION(S): For Information Only**

**DISCUSSION: On November 30, 2010, the Department of Workforce Investment received Directive WSDD-51 from the State of California's Employment Development Department (EDD).**

**This directive announces a one-year extension to existing Local Workforce Investment Area's (LWIAs) Strategic Five-Year Local Plans. In addition, this directive provides guidance on how to secure approval of local plan modifications for Program Year (PY) 2010-11. The following two options are available for local boards to secure approval of local plan modifications for PY 2010-11.**

- **Option I: The EDD automatically approves an extension of the local board's PY 2009-10 local plan modifications through June 30, 2011. Local boards do not need to submit anything to the EDD in order to have their PY 2009-10 local plan modifications extended for one year. Unless a local area elects to modify their local plan, the EDD will automatically extend their PY 2009-10 local plan modifications through June 30, 2011.**
- **Option II: The local board submits a summary to the EDD of any significant changes to the local plan. Any local board that wishes to revise its local plan instead of extending its PY 2009-10 local plan modification, should submit a narrative summary containing any significant changes for the period of PY 2010-11. The summary should include each of the items listed below, as applicable to the local area.**
  - **Significant Changes in Local Economic Conditions**
  - **Changes in Funding for WIA Activities**
  - **Strategic Changes**
  - **Waivers**
  - **Integrated Service Delivery**
  - **Changes to the Local Board Structure**
  - **Memorandums of Understanding**

**Staff will provide this information to the Quality Employment Development Adhoc Committee (QUED) for review and recommendations.**

**ATTACHMENT(S): None**