

**Workforce Investment Board  
Executive Committee  
1880 W. Wardrobe Ave  
Monday, January 7, 2008, 7:30-9:00 A.M.  
Meeting Agenda**



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

- 
1. Call to Order/Roll Call.....
  2. Approval of Agenda .....
  3. Approval of December 3, 2007 Minutes.....
  4. Public Opportunity to Speak.....
  5. Consent Agenda .....
  - a. Job Corps One-Stop Memorandum of Understanding..... Brian Cutler
  6. Action Agenda .....
  - a. Out-of-School Youth Contract Amendment..... Rennise Ferrario
  - b. In-School Youth Contract Amendment .....
  - c. Youth RFP Work Statement .....
  7. Discussion/Information.....
  - a. Strategic Scorecard .....
  - b. Fiscal Reports..... Jackie Walther-Parnell
  8. Director Comments.....(5 min)
  9. Chair Comments .....
  10. Next Meeting – February 4, 2008.....
  11. Adjourn .....

**TO: Executive Committee**

**DATE: 1/07/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Memorandum of Understanding (MOU) Between Workforce Investment Board (WIB) of Merced County and Job Corps**

**PROPOSED MOTION(S): Approve One-Stop Partner Memorandum of Understanding (MOU) between Workforce Investment Board and Job Corps.**

**DISCUSSION: The Workforce Investment Act requires partners of the One-Stop Delivery System to develop an MOU executed between the Local Board, with the agreement of the Chief Elected Official, and the One-Stop partner. The MOU covers services to be provided through the One-Stop Delivery System, the funding of the services and operating costs of the system, and methods for referring individuals between the One-Stop operators and partners.**

**The latest One-Stop partner is Job Corps. They are a required partner and will be offering services to young women who are eligible for services under their programs. We have a current MOU with Job Corps for the young men.**

**ATTACHMENT(S):  
Memorandum of Understanding**

**MEMORANDUM OF UNDERSTANDING  
PURSUANT TO THE  
WORKFORCE INVESTMENT ACT OF 1998 (WIA)**

1. **PURPOSE:** The purpose of this MOU is to enter into an agreement between the Merced County Workforce Investment Board and the Partners of the One-Stop System as required by Section 121 of the Workforce Investment Act of 1998 (WIA).

This agreement is entered into in a spirit of cooperation by the partner agencies to describe how their various funding and institutional resources can be utilized to better serve mutual customers, both employers and job seekers, through an integrated system of service delivery operated in the Merced County's One-Stop System. It is understood that the development and implementation of this System will require mutual trust and teamwork between the agencies, all working as partners to accomplish shared goals.

2. **PARTIES:** The parties to this Memorandum of Understanding (MOU) are:

**Merced County Workforce Investment Board**  
1880 West Wardrobe Avenue  
Merced, CA 95341

**One-Stop Partner: Job Corps**  
1900 Mariposa Mall, Suite 209  
Fresno, CA 93721

3. **THE ONE-STOP SYSTEM:**  
Merced County's One-Stop System Vision reflects a new approach to workforce preparation and highlights the role workforce preparation plays in economic development. The One -Stop Vision is built upon four guiding principles, which are the essence of the One-Stop delivery system:

- Π **Integrated:** an integrated system of services to provide employment, training and educational services.
- Π **Universally Accessible:** information for the general population, with wide and easy access to a comprehensive array of information.
- Π **Customer Focused:** providing informed choice as a means for customers to judge the quality of services.
- Π **Performance Based:** with clear outcomes and methods to measure identified outcomes, including customer satisfaction.

4. **DURATION:** This MOU supercedes any previous One-Stop MOU between the two parties and shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998, or in accordance with this section. Either party to this MOU can terminate the MOU upon thirty (30) days written notice to the other party.
5. **MODIFICATION AND ASSIGNMENT:** This MOU may be modified at any time by written agreement of the partners. Any modification not in writing shall not be effective.

6. **DISPUTES:** The One-Stop partner shall first attempt to resolve all disputes informally. Any partner may call a meeting of all the partners to discuss and resolve disputes.

Should informal resolution efforts fail, the dispute shall be referred to the Chair of the Merced County Workforce Investment Board who shall place the dispute upon the agenda of a regular or special meeting of the WIB. Every effort shall be made to explore, mediate and resolve the dispute to the satisfaction of all in accordance with the Workforce Investment Act.

If the dispute cannot be resolved through the local Board, the matter must be referred to the State Workforce Investment Board for resolution.

7. **INDEMNITY CLAUSE:** The One-Stop partner shall indemnify, defend and hold harmless the Merced County Workforce Investment Board and Merced County, their officers, employees, agents and assigns from and against any and all claims, demands liability, judgments, awards, interest, attorney's fees, costs and expenses of whatsoever kind or nature, at any time arising out of or in any way connected with the performance of this Agreement. One-Stop partner's liability for indemnity under this Agreement shall apply, regardless of fault, to acts or omissions, willful misconduct or negligent conduct, whether active or passive, on the part of the One-Stop partner, unless the claim, demand liability, judgment, award, interest, attorney's fee, cost or expense is caused solely by the negligence or willful misconduct of the Merced County Workforce Investment Board or the County, its officers, employees, agents or assigns. One-Stop partner will on request and at its expense defend any action suit or proceeding arising hereunder and shall reimburse and pay the County for any loss, cost, damage or expense (including the cost of attorneys) suffered by it hereunder.
8. **INSURANCE:** The One-Stop partner agrees to extend its in-force insurance or self-insurance coverage programs to apply to its operations performed under the Workforce Investment Act and at the One-Stop Centers, including General and Automobile Bodily Injury and Property Damage Liability, Business Personal Property, Workers' Compensation and Employee Dishonest/Crime coverages. The Partner agrees to require its Property and Workers' Compensation Insurers or self-insurance administrators to waive subrogation rights against the Merced County Workforce Investment Board and the Merced County Board of Supervisors and their officers, volunteers, employees and agents. The Partner agrees that the Merced County Workforce Investment Board and Merced County Board of Supervisors and their officers, volunteers, employees and agents shall be added to the Partner's General, Automobile and Property Damage Liability policies or coverages as "Additional Insureds" or "Additional Covered Parties," insofar as operations or activities under this agreement are concerned.
9. **APPROVAL:** This MOU is of no force or effect until signed by the One-Stop partner and the Chair of the Merced County Workforce Investment Board with the agreement of the Chief Local Elected Official of Merced County. Once signed, this MOU becomes a part of the Local Board's current WIA Strategic Local Plan.
10. **GOVERNING LAW:** This MOU is governed by, and shall be interpreted in accordance with, the laws of the State of California, and the Workforce Investment Act of 1998.
11. **EQUAL EMPLOYMENT OPPORTUNITY:** During the performance of this agreement, the One-Stop partner agrees that they will not discriminate against any employee or applicant for employment because of race, color, religion, sex or national origin.

12. **NONDISCRIMINATORY SERVICES:** The One-Stop partner agrees that all goods and services pursuant to this agreement shall be available to persons regardless of age, sex, race, political affiliation, religion, ethnic background, marital status, or condition of physical or mental handicap.
13. **ADA COMPLIANCE:** The One-Stop partner agrees to comply with the Americans with Disabilities Act (ADA) of 1990 (42 U.S.C. Section 12101 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. Section 794), and the California Government Code Section 11135 et seq., as well as the regulations which implement these statutes, which prohibit discrimination on the basis of disability.
14. **PARTNERSHIP PARTICIPATION:** To facilitate exchange of information and seamless operation, the One-Stop partner is expected to maintain a high level of communication. The following methods of participation will be required:
  - A. Voluntary attendance at the Worknet Leadership Team meetings. A designee with appropriate authority is to be present to act on behalf of the One-Stop partner.
  - B. General description of Intensive and Core Services. One-Stop partner is to provide a general description of Intensive and Core Services to be provided through the One-Stop delivery system and updated as services change. This information will be maintained as a part of the Resource Sharing Agreement (See Item 19).
  - C. Adherence to Worknet New Employee Orientation procedures. It is expected that all One-Stop partners staff will abide by the Worknet policies and procedures related to general safety and behavior in the workplace.
  - D. Voluntary use of standardized Worknet forms. Standardized Worknet client assessment and tracking forms will be agreed upon by all participating One-Stop partners and will be utilized to insure integration of services at the One-Stop Centers.
  - E. Collaborative Marketing Strategy. The Worknet Employment and Resource Center will be marketed as a comprehensive entity. However, services and staff from each One-Stop partner will be identified. The One-Stop partners will develop and use a collaborative marketing strategy informing job seekers, training and education seekers, employers, employed individuals, and the community at large about the services available through the Worknet Employment Resource Centers. The following resources, if available, will be utilized to enhance coordinated marketing efforts:
    - Web Site
    - Public Information and Education
    - Speaker's Bureau
    - Brochures and Flyers
    - Commercial Air Time
    - Media Coverage
    - Public Television and Radio
15. **SITE SUPERVISION:** All One-Stop partners will recognize and comply with applicable labor agreements affecting represented employees located in the Centers. Employees who are located at the One-Stop Centers shall remain under the supervision of their employing departments for the purposes of performance evaluation, and other matters concerning civil service rights and responsibilities.

If work-related issues arise at the One-Stop Centers between employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the employee's supervisor.

Further, the One-Stop partner recognizes that a number of practices and philosophies related to agency practices, as well as day-to-day One-Stop Career Center site supervision, are negotiated as a result of implementing operations. Local factors among the One-Stop partner's organization include:

- Differing pay scales for similar positions
- Functions for similar classifications among agencies, which may differ
- Off-site supervisors vs. site-based supervisors at the Worknet Employment Resource Center
- Union vs. Non-Union employees in similar classification on site
- Hours of operation, including possible evening and weekend hours
- Varied legal holidays schedules
- Sharing of space, equipment, information, and materials
- Employee safety and security of the workplace

The One-Stop partners agrees to work out in advance (and specify in relevant agreements) arrangements for supervision, addressing at a minimum the above issues, and modifying said practices over time in accordance with new or changing business or agency needs and requirements.

16. **SYSTEMATIC REFERRAL PROCESS:** The referral system must always be to the advantage of the customer and include follow-up contact to insure the customer was provided service. The One-Stop partner shall receive referrals from and make referrals to the other partners of the Worknet system. Please refer to the Department of Workforce Investment, Operational Procedure for Interagency Referral, found at <http://www.co.merced.ca.us/wi/wib/policies/policies.html>

If Job Corps agrees to participate as a member of the Worknet Leadership Team the partners agree to accomplish the following:

- Provide feedback on the success of the cross-referral system
- Cross-train their respective staff
- Consider co-enrollment options and practices
- Constantly improve the joint delivery of services to customers

Participants may receive the three levels of service concurrently and the determination that an individual needs intensive and/or training services can be made without regard to how long the individual has been receiving core or intensive services. Neither is it necessary for all individuals to receive staff-assisted core services before receiving intensive services. In addition, job search is not the only core service that satisfies the federal requirement that an individual must receive at least one core service before receiving intensive services. Such decisions are based on each participant's employment and training needs."

17. **CONFIDENTIALITY:** The One-Stop partners agree to honor confidentiality. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the One-Stop partners collecting, receiving or sharing information. As a condition of providing services within the One-Stop, the One-Stop partners shall adhere to the following:

- All client information will be treated with the strictest degree of confidentiality during and after involvement within the Worknet Employment Resource Center.
- Each One-Stop partner shall keep all information that is exchanged between them in the strictest of confidence and make such information available to their own employees on a “need-to-know” basis only.
- Each One-Stop partner shall (where it is appropriate) store and process information in the electronic format, in such a way that unauthorized persons cannot reasonably retrieve the information.
- This information will only be used in working programs within the Worknet Employment Resource Centers.

18. **SEVERABILITY OF PROVISIONS:** If any provisions of this MOU are held invalid or unenforceable; the remainder of this MOU shall not be affected and would then continue to have force and effect.
19. **RESOURCE/COST SHARING AGREEMENTS:** One-Stop Operator will execute Resource/Cost Sharing Agreements with each partner in the Worknet Employment Resource Center. These Agreements will be maintained as a separate document.
20. **ATTACHMENTS:** The following attachments are included in this MOU:
- a. Definitions: Commonly used terms in the Workforce Development System
21. **AUTHORITY AND SIGNATURES:** The individuals signing below have the authority to commit the party they represent to the terms of this MOU, and do so commit by signing.

**Merced County Workforce Investment Board**

\_\_\_\_\_ Date \_\_\_\_\_  
 Robert Harmon, Chair, Merced County Workforce Investment Board

**Merced County Board of Supervisors**

\_\_\_\_\_ Date \_\_\_\_\_  
 John Pedrozo, Chair, Merced County Board of Supervisors

**One-Stop Partner: Job Corps**

\_\_\_\_\_ Date \_\_\_\_\_  
 Raul Aguero, CA State Coordinator

APPROVED AS TO LEGALITY AND FORM BY  
 JAMES N. FINCHER, COUNTY COUNSEL

\_\_\_\_\_ Date \_\_\_\_\_  
 Deputy

## ATTACHMENT A

### Workforce Development Definitions

1. ADA Americans with Disabilities Act
2. Capacity Building Staff training and development and the development overall of the professional One-Stop environment.
3. CLEO Chief Local Elected Official, or the Chair, Merced County Board of Supervisors
4. Employer Services One-Stop services for employers – customers of the system
5. ITA Individual Training Account, or vouchers made available to One-Stop clients to provide for training.
6. Local Area The geographic jurisdiction comprising the Workforce Investment Area as described in WIA, Section 116. (Merced County)
7. MOU Memorandum of Understanding, between the CLEO, local WIB and the One-Stop partners.
8. One-Stop Primary vehicle for service delivery under WIA as a site, center, or system for the provision of multiple employment services or for access to such services. (Worknet of Merced County)
9. One-Stop Operator One or more entities designated or certified in WIA, Section 121 (d), to provide One-Stop services (Department of Workforce Investment).
10. One-Stop Partner A program or other entity as described in WIA, Section 121 (b)(1), who is part to this MOU and who participates in One-Stop operations or service delivery.
11. Partner Cost Calculations One-Stop costs are calculated annually by taking the total costs of operating core services at the One-Stop (including such items as rent, maintenance, utilities, janitorial, security, and reception) to determine the cost of space at the One-Stop. These costs are then allocated to all partners based on the space used by each partner and the amount of time that space is used by the partner.

12. Services Core, Intensive or Training Services as outlined in WIA, Section 134, which must be provided at or through the One-Stop System.
13. State Board The State Workforce Investment Board established under WIA, Section 111, to provide WIA oversight or administration in any State area.
14. Universal Access The provision of integrated employment, training, education, and/or support services in as streamlined and non-duplicative process as possible, mitigating barriers related to customer needs or special needs, particularly during intake or related enrollment periods.
15. WIA The Workforce Investment Act of 1998
16. WIB The Workforce Investment Board established under WIA, Section 117, to oversee local One-Stop operations and related WIA services or administration, State WIB or SWIB refers to the State Board as defined in number 12 above
17. Workforce Investment Plan The local plan created through joint planning of the WIB and the local partners, to which this MOU must be attached before submittal to the State Board. The state also submits a plan to the federal government.

**TO: Executive Committee**

**DATE: 1/07/08**

**FROM: Youth Council**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Amendment to Out-of-School Youth Contract**

**PROPOSED MOTION(S): Approve the addition of \$36,121 of carryover funds to the 2007/08 Out-of-School Youth Contract.**

**DISCUSSION: On October 10, 2007, the Youth Council recommended the addition of carryover funding to the Out-of-School Youth Contract. The approval of carryover funding was scheduled as an item on the November 20, 2007 Board of Supervisors (BOS) agenda in anticipation of the November 8, 2007 Workforce Investment Board (WIB) meeting. The WIB did not have a quorum in November. As scheduled, the item was approved by the BOS on November 20, 2007 and requires approval by the WIB.**

**The current contract began July 1, 2007. The total cost of the contract was \$451,465, and did not include carryover dollars. This amendment adds \$36,121 of carryover funding to the contract.**

**The addition of these dollars will not increase numbers of clients being served. What it will do is provide funds to line items in budgets planned by Merced County Office of Education and approved by the Youth Council, with the agreement that when all invoices for the prior contract year have been submitted and paid, and carryover monies were established, that they would be added to the present contract.**

**ATTACHMENT(S):**

**Contract amendment will be available at the meeting.**

**TO: Executive Committee**

**DATE: 1/07/08**

**FROM: Youth Council**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Amendment to In-School Youth Contract**

**PROPOSED MOTION(S): Approve the addition of \$57,990 of carryover funds to the 2007-08 Younger Youth Contract.**

**DISCUSSION: On October 10, 2007, the Youth Council recommended the addition of carryover funding to the Younger Youth Contract. The approval of carryover funding was scheduled as an item on the November 20, 2007 Board of Supervisors (BOS) agenda in anticipation of the November 8, 2007 Workforce Investment Board (WIB) meeting. The WIB did not have a quorum in November. As scheduled, the item was approved by the BOS on November 20, 2007 and requires approval by the WIB.**

**The present Younger Youth contract began July 1, 2007. The total cost of the contract was \$677,196, and did not include carryover dollars. This amendment adds \$57,990 of carryover funding to the contract.**

**The addition of these dollars will not increase numbers of clients being served. What it will do is provide funds to line items in budgets planned by Merced County Office of Education and approved by the Youth Council, with the agreement that when all invoices for the prior contract year had been submitted and paid, and carryover monies were established, that they would be added to the present contract.**

**ATTACHMENT(S):**

**Contract amendment will be available at the meeting.**

**TO: Executive Committee**

**DATE: 1/07/08**

**FROM: Youth Council**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Youth Request for Proposal (RFP) Work Statement for PY 2008/09**

**PROPOSED MOTION(S): Accept the RFP Work Statement from the Youth Council for PY 2008/09 Younger Youth and Out-of-School Youth Programs, and forward specifications to County Administrative Services.**

**DISCUSSION: The Board of Supervisors is scheduled to authorize Administrative Services to initiate the procurement process in its scheduled January 8, 2008 meeting. It is envisioned that one RFP will be issued, requesting proposals for either the younger youth or out-of-school programs, or for both.**

**ATTACHMENT(S):  
RFP will be available at the meeting.**

**TO: Executive Committee**

**DATE: 01/07/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

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

**PROPOSED MOTION(S): Review and discuss applicable Measure/Indicators from the WIB Strategic Scorecard.**

**DISCUSSION: The WIB's Strategic Scorecard is to be used to manage the attainment of the WIB's efforts. The Scorecard is divided into four Measurement Categories: 1) Customer Perspective, 2) Internal Operations/Organizational Effectiveness, 3) Financial/Market Perspective, and 4) Learning & Innovation.**

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

**Customer Perspective**

**1.a. Focus groups were held with local small, medium and large employers. The services employers were pleased with are job fairs, screening of jobseekers, and Enterprise Zone Vouchering.**

**The services employers would like to see expanded include:**

- |                                                         |                                                   |
|---------------------------------------------------------|---------------------------------------------------|
| <input type="checkbox"/> <b>More testing (Clerical)</b> | <input type="checkbox"/> <b>ESL/Math</b>          |
| <input type="checkbox"/> <b>Excel Training</b>          | <input type="checkbox"/> <b>LMI Information</b>   |
| <input type="checkbox"/> <b>Database Programs</b>       | <input type="checkbox"/> <b>Background Checks</b> |

**Additional services employers would like to see include:**

- Employment background verification**
- Reference checks**
- Posting of their job orders on other Internet sites**
- Additional Enterprise Zone information**
- Work Opportunity Tax Credit and Welfare-to-Work Tax Credit information**
- Seminars or workshops**
  - Safety**
  - Violence in the Workplace**
  - Workplace Basics**
  - Generational Training.**

**2.a. See Worknet Customer Service and Satisfaction Report For All Locations**

**2.b. Information from the Employer Focus Groups in September and October are being used in the drafting of an ordinance that will include increased assessments of current and potential employees, and provide space for employer to continue their expansion and retention efforts.**

**Internal Operations/Organizational Effectiveness**

**1.a. Merced County Population**

<b>Demographics</b>	<b>County Population</b>	<b>Currently Serving</b>
Hispanic	45.3 %	55.39 %
White	40.6 %	21.26 %
Asian	6.8 %	12.08 %
African American	3.8 %	7.89 %
American Indian	1.2 %	1.45 %
Others	2.3 %	1.93 %

<b>1.b. <u>Contract</u></b>	<b><u>Date Monitored</u></b>	<b><u>Result</u></b>
Merced Adult School PLATO Lab	7/13/07	No Findings
Merced College PLATO Lab	7/19/07	No Findings
On-the-Job Training (OJT)	8/1/07	No Findings
Title V, Senior Employment Program	8/17/07	No Findings
Madera Collaborative	8/31/07	No Findings
Employment Services (HSA)	9/21/07	No Findings
MCOE Empower	12/10/07	No Findings
MCOE YOP	In progress	
Merced College Thrive & Survive	January ,08	

**Financial/Market Perspective**

**1. *See Financial Report***

**ATTACHMENT(S):**  
**Strategic Scorecard**  
**Strategic Scorecard Customer Svc Satisfaction Rpt**

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

**WIB GOALS**

**Goal # I** Train and attract adaptable workers to fill industry needs.

**Goal # II** Influence the K-12 education system to design and implement strategies that provide students knowledge of employee skills and attitudes and develop metrics to assure success.

**Goal # III** Become an active advocacy voice and take political action on workforce development issues at the local, state, and national levels.

**Measurement Category: Customer Perspective**

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
1. Business Customer Satisfaction				Exec
a. Employer Needs Are Being Met	80% Satisfaction Rate & Increase in the # of Employers using Worknet Services	Face to face 10 Question Survey of 30 Employers	Annually (July)	
b. Are the Right Industries Targeted • Economic Development Targeted Industries • Growth Industries	Compare targets and adjust industry focus, if necessary	Review LMI (Growth Industries & Early Warning Data)	Annually (July)	Exec
2. Job Seeker Customer Satisfaction				
a. Job Seeker Needs Are Being Met	90%	Customer Satisfaction Surveys	Biannually (Jan/July)	Exec
b. Input from Customers Is Used To Improve Services	Rating to meet or exceed	One Stop Management	Biannually (Jan/July)	Exec
3. Workforce Development Advocacy/Awareness				
	# Of Face to Face Meetings	Meetings with Legislators	Annually (April)	Executive
	# Of Written Communications	Written Communication with		

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

	<p>Voting record of Legislators</p> <p>Positive impact to Support Local Control</p> <p>Stable or increased WIA Funding</p>	<p>Legislators (requesting a response)</p> <p>Invitations to WIB Meetings</p> <p>Invitations to Worknet, i.e., for a tour, Chamber Mixer, etc.</p>		
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**Measurement Category: Internal Operations/Organizational Effectiveness**

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
1. Program Accountability:				
<p>a. Plan vs. Actual Participant Activity</p> <ul style="list-style-type: none"> <li>• Numbers</li> <li>• Merced County Population Demographics                             <ul style="list-style-type: none"> <li>White – 40.6%</li> <li>Hispanic – 45.3%</li> <li>Asian – 6.8%</li> <li>African Amer – 3.8%</li> <li>Amer Indian – 1.2%</li> <li>Others – 2.3%</li> </ul> </li> <li>• Performance Measures</li> </ul>	<p>Planned vs. Actual</p> <p>Participants vs. Merced Co. Demographics</p> <p>Attain 80% level on Goals</p>	<p>Participant Reports</p> <p>Participant Reports</p> <p>Performance Reports</p>	<p>Quarterly (Oct/Jan/Apr/Jul)</p> <p>Biannually (Jul/Jan)</p> <p>Quarterly (Nov/Feb/May/Oct)</p>	<p>Exec</p> <p>Exec</p> <p>Exec</p>
b. Report Results:				

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<ul style="list-style-type: none"> <li>• Audits</li> </ul>	Zero Findings	Single Audit	Annually (May)	Exec
<ul style="list-style-type: none"> <li>• Monitoring</li> </ul>	Zero Findings	EDD Monitoring WI Monitoring	Annually (Feb) Biannually (Jan/Jul)	Exec
<ul style="list-style-type: none"> <li>• Youth Quarterly Program Reports</li> </ul>				
Out-of-School Youth	Acceptable Progress	Report from MCOE	Quarterly	YC
Younger Youth	Acceptable Progress	Report from MCOE	Quarterly	YC
c. Resources are Allocated Appropriately:				
<ul style="list-style-type: none"> <li>• The Selected Industry Cluster and Occupations Within The Cluster Are Being Supported</li> </ul>	Review results of training and job placements in the industry	Identify and select industry cluster	Annually (July)	Exec
<ul style="list-style-type: none"> <li>• Quality Controls</li> </ul>	Improved Scores	Customer Satisfaction Data	Annually (July)	Exec
<ul style="list-style-type: none"> <li>• Productivity</li> </ul>	Attainment	Performance Measures	Annually (July)	Exec

**Measurement Category: Financial/Market Perspective**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Expenditures including: <ul style="list-style-type: none"> <li>• Obligations</li> <li>• Accruals (Expenses)</li> <li>• Encumbrances</li> <li>• By funding source</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 service</li> <li>• Plan vs. Actual</li> </ul>				
2. Revenue & Resources:				
a. Grants	#s Received #s Applied for Sources	WI Report	Quarterly (Oct/Jan/Apr/Jul)	Exec
b. Revenue Generation	# of Sources Amount of \$\$	WI Report	Quarterly (Oct/Jan/Apr/Jul)	Exec

**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	Reports by MCEDCO, and .	Quarterly	Exec

**Glossary**

**Exec - WIB Executive Committee**  
**YC - Youth Council**

**Revision Date: December 4, 2006**



# Worknet

## Customer Service & Satisfaction Report

### For All Locations

November 2007

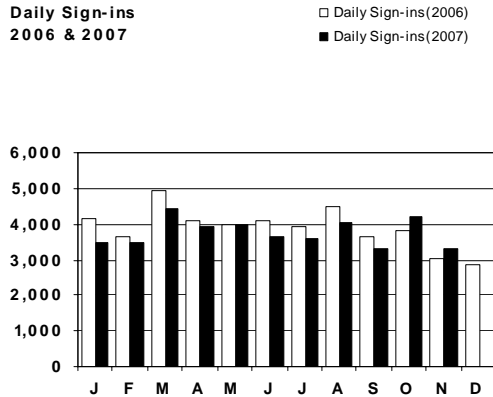
Merced County Department of Workforce Investment

#### Daily Sign-ins

Daily sign-ins for November totaled 3,323, down 873 from the previous month and up 283 from November 2006. Daily sign-ins for the month of November are below the 6 year average.

November's 6 year average: 3,438

2006 annual average: 3,893

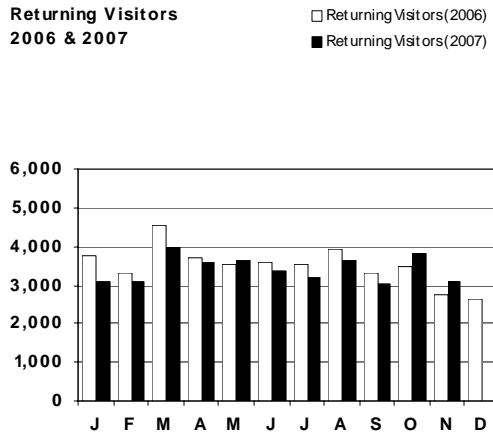


#### Return Visits

Return visits for November totaled 3,086, down 718 from the previous month and up 346 from November 2006. Return visits for the month of November are below the 6 year average.

November's 6 year average: 3,142

2006 annual average: 3,504

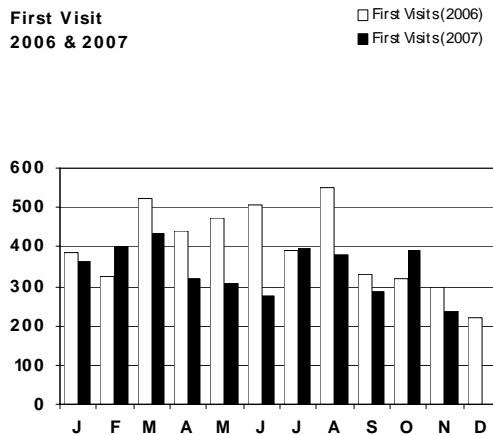


#### First Visits

First Visits for November totaled 237, down 155 from the previous month and down 63 from November 2006. First visits for the month of November below the 6 year average.

November's 6 year average: 256

2006 annual average: 397



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#### Customer Flow for November 2007

##### Both Locations

- On average, Mondays were the busiest days of the week, averaging 219 customers per day. (Weekly Average: 874 customers)

##### Merced

- Mondays were the busiest day of the week, with an average of 137 customers per day. (Weekly Average: 528 customers).

##### Los Banos

- Tuesdays were the busiest day of the week, with an average of 74 customers per day (Weekly Average: 347 customers).



**Marketing advertisements for**  
**November 2007**  
 \* **The Bus**  
*Worknet signs inside buses*

**How did you hear about us?**

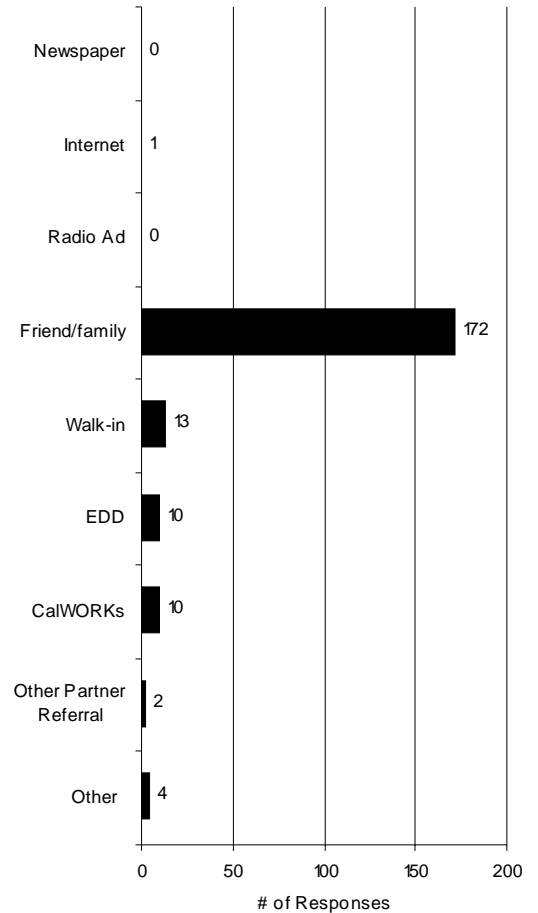
*Responses from first-time visitors*

As of July 2007, we are now asking this question of our first-time visitors. Previously, we tracked the same information through responses clients provided on Customer Satisfaction surveys.

Our first time visitors tell us most often that they hear about us through friend or family, with 172 customers providing this response in November.

**How Did You Hear About Us?**

■ Nov-07



98.9 percent of our customers would refer our services to others

**Would you refer our services to others?**

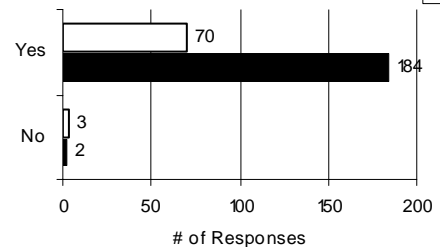
Of those responding to this question, 98.9 percent of our customers would refer our services to others.

PY 05/06 annual average: 98.78%

PY 06/07 annual average: 98.36%

**Would you refer our services to others?**

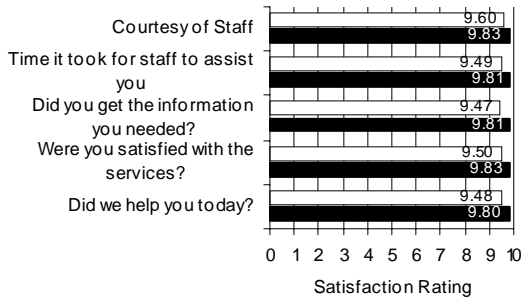
□ Nov-06  
 ■ Nov-07





**Customer Satisfaction**

Nov-06  
 Nov-07



**Customer Satisfaction Ratings**

We received 186 surveys with responses to customer satisfaction questions in the month of November.

Consistently we see overall ratings for all questions in this category to be greater than 9.5 out of 10.

In November 2007, all ratings are up over November 2007.

Two questionnaires contained a response of 5 or less.

*“All November 2007 Satisfaction Ratings are higher than those of November 2006.”*

**Return Rate For Customer Satisfaction Survey**

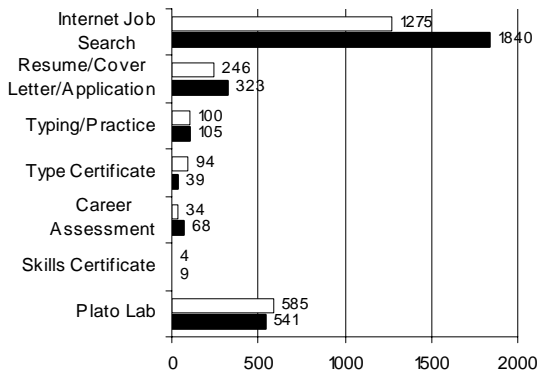
Both Locations: 5.6%

Merced: 1.0%

Los Banos: 12.6%

**What Did Our Customer Use? Computer Services**

Nov-06  
 Nov-07



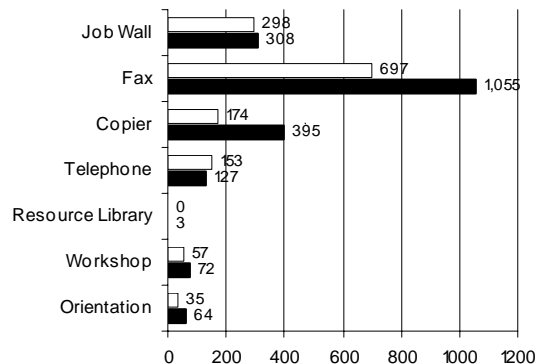
Computer related services are always the ones most used by our customers, with customers using one or more such services 2,573 times in November.

Internet Job Search and Plato Lab were our most accessed computer services.

*1,055 customers used our Fax service at Worknet in the month of November.*

**What Did Our Customer Use? Non-Computer Services**

Nov-06  
 Nov-07



Fax and Copier were the most used non-computer related services. Job Listing and Telephone were the next most used services under this category.



**Customer Service/Satisfaction Summary Data - Both Locations**

	<b>Nov-06</b>	<b>Sep-07</b>	<b>Oct-07</b>	<b>Nov-07</b>
Return Visits	<b>2,740</b>	<b>3,009</b>	<b>3,804</b>	<b>3,086</b>
First Visits	<b>300</b>	<b>284</b>	<b>392</b>	<b>237</b>
Total Visits	<b>3,040</b>	<b>3,293</b>	<b>4,196</b>	<b>3,323</b>
<b>How did you hear about us? - responses from first-time visitors beginning July 2007</b>				
Newspaper		2	3	0
Internet		0	3	1
Radio Ad		2	0	0
Friend/family		138	201	172
Walk-in		63	48	13
EDD		16	17	10
CalWORKs		34	27	10
Other Partner Referral		8	10	2
Other		21	24	4
<b>What did our customers use?</b>				
Internet Job Search	1,275	1,702	2,090	1,840
Resume/Cover Letter/Application	246	402	406	323
Typing/Practice	100	156	134	105
Type Certificate	94	117	87	39
Career Assessment	34	138	58	68
Job Wall	298	456	392	308
Fax	697	1,859	2,307	1,055
Copier	174	519	496	395
Telephone	153	193	153	127
Resource Library	0	1	0	3
Skills Certificate	4	4	4	9
Plato Lab	585	392	504	541
Workshop	57	40	96	72
Orientation	35	93	119	64
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.60	9.88	9.64	9.83
Time it took for staff to assist you	9.49	9.84	9.64	9.81
Did you get the information you needed?	9.47	9.84	9.64	9.81
Were you satisfied with the services?	9.50	9.90	9.66	9.83
Did we help you today?	9.48	9.83	9.62	9.80
<b>Would you refer our services to others?</b>				
Yes	70	260	388	184
No	3	1	3	2



**Customer Service/Satisfaction Summary Data - Individual Locations**

<b>Number of Signins</b>																				
<b>Day of the Week</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	
<b>Date</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>Total</b>
<b>Los Banos</b>	68	57	71	75	75	67	71	74	78	69	71	69	76	56	75	69	66	69	61	1317
<b>Merced</b>	86	64	131	118	107	96	86	146	124	113	96	121	87	62	159	104	100	117	89	2006
<b>Total</b>	154	121	202	193	182	163	157	220	202	182	167	190	163	118	234	173	166	186	150	3323

<b>Who were our visitors</b>	<b>Merced</b>	<b>Los Banos</b>	<b>Both Locations</b>
Return Visits	1,850	1,236	3,086
First Visits	156	81	237
Daily Signins	2,006	1,317	3,323

<b>How did you hear about us? - responses from first-time visitors starting July 2007</b>			
Newspaper	0	0	0
Internet	1	0	1
Radio Ad	0	0	0
Friend/family	98	74	172
Walk-in	11	2	13
EDD	5	5	10
CalWORKs	9	1	10
Other Partner Referral	2	0	2
Other	4	0	4

<b>What did our customers use?</b>			
Internet Job Search	1,350	490	1,840
Resume / Cover Letter / Application	250	73	323
Typing	59	46	105
Typing Certificate	30	9	39
Career Assessment	40	28	68
Job Wall	200	108	308
Fax	734	321	1,055
Copier	345	50	395
Telephone	80	47	127
Resource Library	0	3	3
Skills Certificate	7	2	9
Plato Lab	59	482	541
Workshop	8	64	72
Orientation	53	11	64

<b>Customer Satisfaction</b>			
Courtesy of Staff	9.50	9.87	9.83
Time it took for staff to assist you	9.47	9.85	9.81
Did you get the information you needed?	9.47	9.85	9.81
Were you satisfied with the services?	9.47	9.87	9.83
Did we help you today?	9.25	9.86	9.80

<b>Would you refer our services to others?</b>			
Yes	18	166	184
No	2	0	2



### Suggestions

Service is wonderful!
No, already doing a grat job.
Process of getting job once paper work all filled out could go more quickly.
more computers
more councelors
Staff needs to be more knowledgeable
Nope, seems you guys offer a lot, can't believe I didn't hear about this be4
no, already good.
no, great services.
Everything I saw today was very informative.
It is already great.



### Concerns

Not at the moment.
get programs so you can send apps via internet
Nope, not yet
I need a job.
I think your doing right now.
Not at the moment.

**TO: Executive Committee**

**DATE: 1/ 07/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Fiscal Report for FY 2007/08**

**PROPOSED MOTION(S): None. Information only.**

**DISCUSSION:** Attached is the Fiscal Report for Fiscal Year 2007/08 covering July 1, 2006 through November 30, 2007. This report shows all WIA funds available for Fiscal Year 2007/08, accrued expenditures through November 30, 2007, and obligations as of November 30, 2007. Staff will be present at the meeting to answer questions.

**ATTACHMENT(S):**  
**FY 2007/08 Fiscal Report**

**MERCED COUNTY DEPARTMENT OF WORKFORCE INVESTMENT  
FISCAL REPORT FOR FINANCE COMMITTEE  
For Fiscal Year 2007/2008  
July 1, 2007 - June 30, 2008  
Through 11/30/07**

**Target 41.67%**

AVAILABLE FUNDS			BUDGET				ACTUAL			OBLIGATIONS			COMMITTED - AVAILABLE		
	Carryover Funds From 06/07	Appropriation FY 07/08	Planned for New Funds Per Estimated Plan Mod 7/1/07 to 6/30/08	Budget for Available Funds	Budget Adjustments	Revised Budget	Accrued Expense	Available	Percent Expended	Total Obligated Funds	Available after Obligations	Percent Spent + Obligated	Total Committed Funds	Available after Committed	Pct Spent + Obligated + Committed
							FY to Date		To Date						
<b>ADULT</b>			Core A \$ 313,771	\$ 364,176		\$ 364,176	\$ 134,889	\$ 229,287	37.04%	\$ 17,997	\$ 211,290	41.98%	\$ 211,290	\$ -	100.00%
07/08 Allocation		\$ 1,470,295	Core B \$ 433,231	\$ 502,826		\$ 502,826	\$ 223,118	\$ 279,708	44.37%	\$ 25,055	\$ 254,652	49.36%	\$ 254,652	\$ -	100.00%
			Intensive \$ 117,021	\$ 135,819		\$ 135,819	\$ 42,537	\$ 93,283	31.32%	\$ 4,524	\$ 88,759	34.65%	\$ 88,759	\$ -	100.00%
PY Cash Balances 6/30/07	\$ 271,793		Training \$ 459,243	\$ 533,016		\$ 533,016	\$ 111,438	\$ 421,578	20.91%	\$ 52,647	\$ 368,931	30.78%	\$ 368,931	\$ -	100.00%
	\$ 271,793	\$ 1,470,295	<b>Total</b> \$ 1,323,266	\$ 1,535,837	\$ -	\$ 1,535,837	\$ 511,982	\$ 1,023,855	33.34%	\$ 100,224	\$ 923,631	39.86%	\$ 923,632	\$ -	100.00%
<b>DISPLACED WORKER</b>			Core A \$ 351,873	\$ 423,217		\$ 423,217	\$ 128,769	\$ 294,447	30.43%	\$ 16,032	\$ 278,416	34.21%	\$ 278,416	\$ -	100.00%
07/08 Allocation		\$ 1,099,664	Core B \$ 318,255	\$ 382,782		\$ 382,782	\$ 230,909	\$ 151,873	60.32%	\$ 25,243	\$ 126,630	66.92%	\$ 126,630	\$ -	100.00%
			Intensive \$ 96,107	\$ 115,593		\$ 115,593	\$ 39,026	\$ 76,567	33.76%	\$ 2,996	\$ 73,572	36.35%	\$ 73,572	\$ -	100.00%
PY Cash Balances 6/30/07	\$ 238,001		Training \$ 223,463	\$ 268,771		\$ 268,771	\$ 108,427	\$ 160,344	40.34%	\$ 35,953	\$ 124,391	53.72%	\$ 124,391	\$ -	100.00%
	\$ 238,001	\$ 1,099,664	<b>Total</b> \$ 989,698	\$ 1,190,363	\$ -	\$ 1,190,363	\$ 507,131	\$ 683,232	42.60%	\$ 80,223	\$ 603,009	49.34%	\$ 603,009	\$ -	100.00%
<b>YOUTH</b>			In School \$ 858,900	\$ 1,221,125		\$ 1,221,125	\$ 374,848	\$ 846,277	30.70%	\$ 481,016	\$ 365,261	70.09%	\$ 365,261	\$ -	100.00%
07/08 Allocation		\$ 1,590,556	Out of School \$ 572,601	\$ 814,084		\$ 814,084	\$ 288,297	\$ 525,787	35.41%	\$ 305,344	\$ 220,443	72.92%	\$ 220,443	\$ -	100.00%
PY Cash Balances 6/30/07	\$ 737,863		<b>Total</b> \$ 1,431,501	\$ 2,035,209	\$ -	\$ 2,035,209	\$ 663,145	\$ 1,372,064	32.58%	\$ 786,360	\$ 585,704	71.22%	\$ 585,704	\$ -	100.00%
	\$ 737,863	\$ 1,590,556													
<b>ADMINISTRATIVE</b>			<b>Total Admin</b> \$ 416,050	\$ 646,762	\$ -	\$ 646,762	\$ 183,864	\$ 462,898	28.43%	\$ 16,812	\$ 446,087	31.03%	\$ 222,677	\$ 223,410	65.46%
<b>All Formula Grants</b>	\$ 1,247,657	\$ 4,160,515	<b>Total</b> \$ 4,160,515	\$ 5,408,172	\$ -	\$ 5,408,172	\$ 1,866,123	\$ 3,542,050	34.51%	\$ 983,619	\$ 2,558,431	52.69%	\$ 2,335,022	\$ 223,410	95.87%
<b>RAPID RESPONSE/15%/25%</b>			Rapid Resp. \$ 208,630	\$ 203,523		\$ 203,523	\$ 71,551	\$ 131,972	35.16%	\$ 10,434	\$ 121,538	40.28%	\$ 115,877	\$ 5,661	97.22%
Formula Rapid Response (541)	\$ (5,107)	\$ 208,630	Quebecor \$ 11,203	\$ 11,203		\$ 11,203	\$ 11,203	\$ -	100.00%	\$ -	\$ -	100.00%	\$ -	\$ -	100.00%
Quebecor Expansion (528)	\$ 11,203		CVOC \$ -	\$ 30,578		\$ 30,578	\$ 26,437	\$ 4,142	86.46%	\$ 4,142	\$ -	100.00%	\$ -	\$ -	100.00%
CVOC/DWI Joint Project (537)	\$ 30,578		HCoY \$ -	\$ 55,000	\$ -	\$ 55,000	\$ 19,716	\$ 35,284	35.85%	\$ 35,284	\$ -	100.00%	\$ -	\$ -	100.00%
High Concentration of Youth (648)	\$ 55,000		<b>Total</b> \$ 208,630	\$ 300,304	\$ -	\$ 300,304	\$ 128,906	\$ 171,398	42.93%	\$ 49,860	\$ 121,538	59.53%	\$ 115,877	\$ 5,661	98.11%
	\$ 91,674	\$ 208,630													
<b>INCENTIVE AWARDS</b>			Incentive \$ -	\$ 22,656	\$ -	\$ 22,656	\$ 3,381	\$ 19,275	14.92%	\$ -	\$ 19,275	14.92%	\$ -	\$ 19,275	14.92%
07/08 Award (Amount TBD)	\$ 22,656		<b>Total</b> \$ -	\$ 22,656	\$ -	\$ 22,656	\$ 3,381	\$ 19,275	14.92%	\$ -	\$ 19,275	14.92%	\$ -	\$ 19,275	14.92%
PY Cash Balances 6/30/07	\$ 22,656	\$ -													
	\$ 22,656	\$ -													
<b>OTHER (DoL, Contract, etc.)</b>			LVN Project \$ -	\$ 1,850,443		\$ 1,850,443	\$ 268,338	\$ 1,582,106	14.50%	\$ 1,120,352	\$ 461,753	75.05%	\$ 461,753	\$ -	100.00%
Federal LVN Grant*	\$ 1,850,443		San Joaquin \$ -	\$ 90,000		\$ 90,000	\$ 969	\$ 89,031	1.08%	\$ 1,411	\$ 87,620	2.64%	\$ -	\$ 87,620	2.64%
San Joaquin Manufacturing Contract*	\$ 90,000		Madera \$ -	\$ 106,923		\$ 106,923	\$ 55,941	\$ 50,982	52.32%	\$ 26,956	\$ 24,027	77.53%	\$ 24,027	\$ -	100.00%
Madera Dislocated Worker Contract**	\$ 106,923		CCWC (WorkKeys) Contract* \$ 89,830	\$ 89,830		\$ 89,830	\$ 29,770	\$ 60,060	33.14%	\$ 2,994	\$ 57,066	36.47%	\$ 57,066	\$ -	100.00%
CCWC (WorkKeys) Contract*	\$ 89,830	\$ 89,830	<b>Total</b> \$ 89,830	\$ 2,137,196	\$ -	\$ 2,137,196	\$ 355,017	\$ 1,782,179	16.61%	\$ 1,151,713	\$ 630,466	70.50%	\$ 542,846	\$ 87,620	95.90%
	\$ 2,047,366	\$ 89,830													

\* Amounts represent entire multi-year award amounts, which are immediately available. \*\*Reflects contract amendment of October 3, 2007 reducing total contract amount.

<b>BUDGET:</b>	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.	<b>In-School Youth</b>	56.53%
<b>OBLIGATIONS:</b>	Includes funds obligated in contracts and ITA's	<b>Out-of-School Youth</b>	43.47%
<b>COMMITTED:</b>	Does NOT include funds committed for operations.		
<b>AVAILABLE:</b>	Includes projected staff personnel and overhead costs		
	Balance after expenditures and obligations		