



# Worknet

## Customer Service & Satisfaction Report

### For All Locations

October 2007

Merced County Department of Workforce Investment

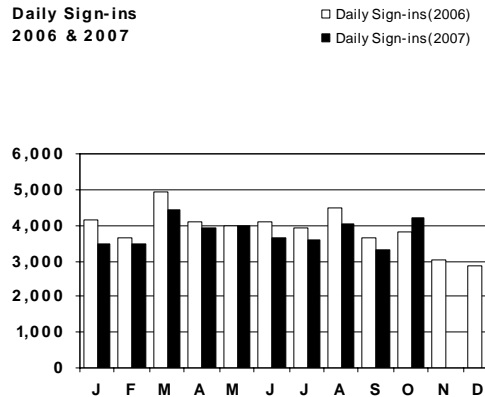
#### Daily Sign-ins

Daily sign-ins for October totaled 4,196, up 903 from the previous month and up 377 from October 2006. Daily sign-ins for the month of October are above the 6 year average.

October's 6 year average: 3,678

2006 annual average: 3,893

**Daily Sign-ins 2006 & 2007**



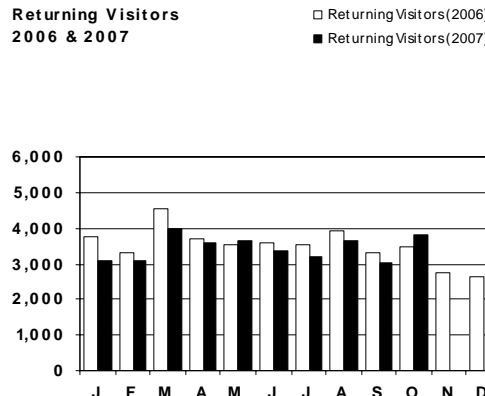
#### Return Visits

Return visits for October totaled 3,804, up 795 from the previous month and up 304 from October 2006. Return visits for the month of October are above the 6 year average.

October's 6 year average: 3,400

2006 annual average: 3,504

**Returning Visitors 2006 & 2007**



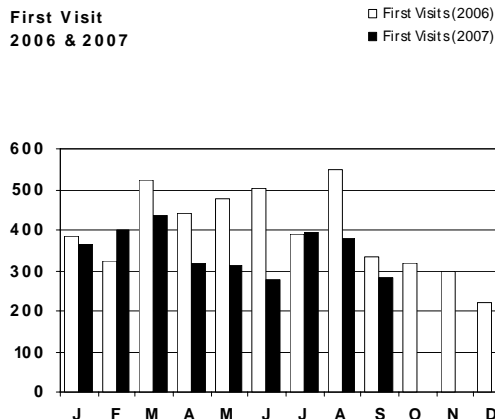
#### First Visits

First Visits for October totaled 392, up 108 from the previous month and up 73 from October 2006. First visits for the month of October above the 6 year average.

October's 6 year average: 277

2006 annual average: 397

**First Visit 2006 & 2007**



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#### Customer Flow for October 2007

##### Both Locations

- On average, Tuesdays were the busiest days of the week, averaging 212 customers per day. (Weekly Average: 954 customers)

##### Merced

- Mondays were the busiest day of the week, with an average of 144 customers per day. (Weekly Average: 604 customers).

##### Los Banos

- Tuesdays were the busiest day of the week, with an average of 80 customers per day (Weekly Average: 350 customers).



**Marketing advertisements for  
October 2007**

*\*Merced Sun-Star newspaper  
10/11-13.*

*Ad targeted for Manufacturing*

*Grant*

*\* **The Bus***

*Worknet signs inside buses*

**How did you hear about us?**

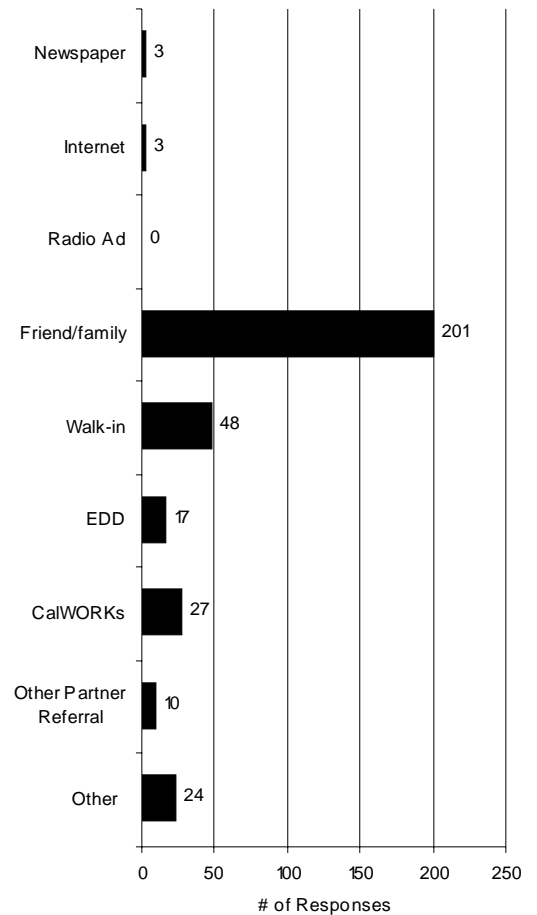
*Responses from first-time visitors*

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 201 customers providing this response in October.

How Did You Hear About Us?

■ Oct-07



*99.2 percent of our customers would refer our services to others*

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

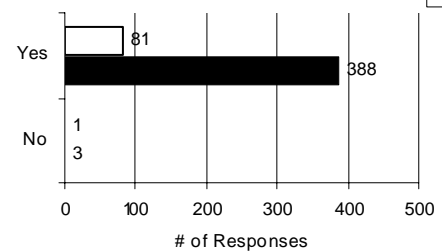
Of those responding to this question, 99.2 percent of our customers would refer our services to others.

PY 05/06 annual average: 98.78%

PY 06/07 annual average: 98.36%

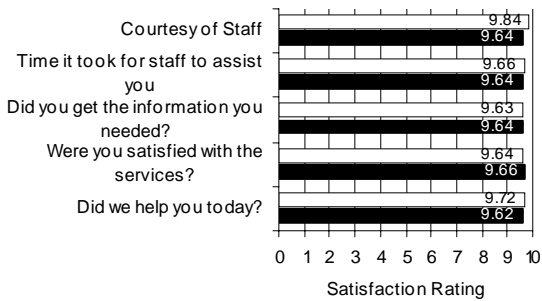
Would you refer our services to others?

□ Oct-06  
■ Oct-07





**Customer Satisfaction**



**Customer Satisfaction Ratings**

We received 399 surveys with responses to customer satisfaction questions in the month of October.

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

Eleven questionnaires contained a response of 5 or less.

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

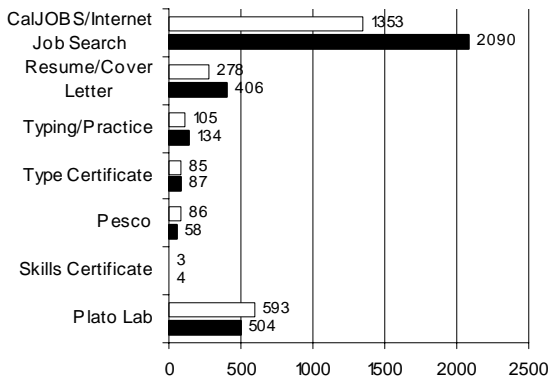
**Return Rate For Customer Satisfaction Survey**

Both Locations: 9.51%

Merced: 6.48%

Los Banos: 14.74%

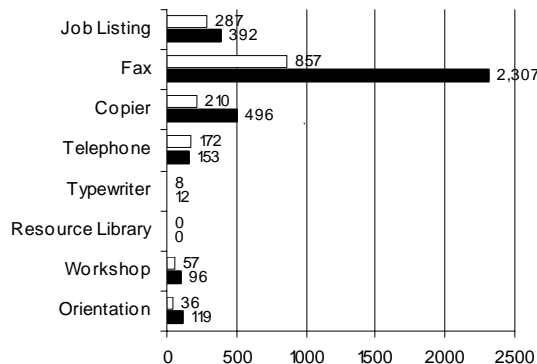
**What Did Our Customer Use? Computer Services**



**How our customers use our services**

Computer related services are always the ones most used by our customers, with 2,767 customers using one or more such services in October. CalJobs/Internet Job Search and Plato Lab were our most accessed computer services.

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



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

*2,307 customers used our Fax service at Worknet in the month of October.*



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

	<b>Oct-06</b>	<b>Aug-07</b>	<b>Sep-07</b>	<b>Oct-07</b>
Return Visits	<b>3,500</b>	<b>3,638</b>	<b>3,009</b>	<b>3,804</b>
First Visits	<b>319</b>	<b>378</b>	<b>284</b>	<b>392</b>
Total Visits	<b>3,819</b>	<b>4,016</b>	<b>3,293</b>	<b>4,196</b>
<b>How did you hear about us? - responses from first-time visitors beginning July 2007</b>				
Newspaper		0	2	3
Internet		0	0	3
Radio Ad		0	2	0
Friend/family		116	138	201
Walk-in		66	63	48
EDD		16	16	17
CalWORKs		37	34	27
Other Partner Referral		8	8	10
Other		51	21	24
<b>What did our customers use?</b>				
CalJOBS/Internet Job Search	1,353	1,890	1,702	2,090
Resume/Cover Letter	278	455	402	406
Typing/Practice	105	212	156	134
Type Certificate	85	235	117	87
Pesco	86	66	138	58
Job Listing	287	486	456	392
Fax	857	1,985	1,859	2,307
Copier	210	426	519	496
Telephone	172	213	193	153
Typewriter	8	28	19	12
Resource Library	0	1	1	0
Skills Certificate	3	8	4	4
Plato Lab	593	553	392	504
Workshop	57	106	40	96
Orientation	36	25	93	119
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.84	9.84	9.88	9.64
Time it took for staff to assist you	9.66	9.84	9.84	9.64
Did you get the information you needed?	9.63	9.84	9.84	9.64
Were you satisfied with the services?	9.64	9.86	9.90	9.66
Did we help you today?	9.72	9.83	9.83	9.62
<b>Would you refer our services to others?</b>				
Yes	81	333	260	388
No	1	1	1	3



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

<b>Number of Signins</b>																							
<b>Day of the Week</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>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	
<b>Date</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>29</b>	<b>30</b>	<b>31</b>	<b>Total</b>
<b>Los Banos</b>	59	68	71	68	54	87	87	77	57	69	79	64	74	57	77	85	76	61	62	60	82	66	1540
<b>Merced</b>	123	116	109	122	87	141	117	113	109	149	146	140	75	116	147	135	124	108	108	155	121	95	2656
<b>Total</b>	182	184	180	190	141	228	204	190	166	218	225	204	149	173	224	220	200	169	170	215	203	161	4196

<b>Who were our visitors</b>	<b>Merced</b>	<b>Los Banos</b>	<b>Both Locations</b>
Return Visits	2,395	1,409	3,804
First Visits	261	131	392
Daily Signins	2,656	1,540	4,196

<b>How did you hear about us? - responses from first-time visitors starting July 2007</b>			
Newspaper	3	0	3
Internet	3	0	3
Radio Ad	0	0	0
Friend/family	87	114	201
Walk-in	41	7	48
EDD	11	6	17
CalWORKs	25	2	27
Other Partner Referral	10	0	10
Other	21	3	24

<b>What did our customers use?</b>			
CalJOBS/Internet Job Search	1,724	366	2,090
Resume	341	65	406
Typing	86	48	134
Typing Certificate	74	13	87
Career	32	26	58
Job Listing	312	80	392
Fax	1,692	615	2,307
Copier	446	50	496
Telephone	115	38	153
Typewriter	7	5	12
Resource Library	0	0	0
Skills Certificate	4	0	4
Plato Lab	54	450	504
Workshop	11	85	96
Orientation	82	37	119

<b>Customer Satisfaction</b>			
Courtesy of Staff	9.34	9.87	9.64
Time it took for staff to assist you	9.34	9.87	9.64
Did you get the information you needed?	9.33	9.87	9.64
Were you satisfied with the services?	9.33	9.90	9.66
Did we help you today?	9.27	9.89	9.62

<b>Would you refer our services to others?</b>			
Yes	164	224	388
No	3	0	3



### Suggestions

no, service is wonderful	services are wonderful,!
service is wonderful	more parking
yes, open at night for people	not a thing, you are great!
open plato lab 2 nights a week	service is good!
I received a resume worksheet without handbook to refer to. Hand book should be handed out with work-sheet.	service is good!
fast check worknet cards	no everthing is great!
Keep doing what your doing	more computers
Keep doing good job smile	none, already good!
I have loved the experience this far.	Services are great!
If it could be moe quiet while others are testing.	I am glad these resources are available to our community.
No, you guys are alot of help	No, you guys are good at what you do.
Just keep how you guys are doing and thanks for helping	Acknowlegemnet at front desk w/greeting to help feel comfortable.
I have loved the experience this far.	Keep helping the community growth with work.
no, it is perfect the way it is	I think you should ask one person from each company to show up once a week.
doing great	Better personal help.
no everyone is great	No. You are doing a well job.
everything is fine	No, you guys work really good for me coming here for my first time.
Service is wonderful!	No, everything was helpful.
service is wonderful	none, good already
service is wonderful	I am glead these services are available.
no, everyone is very nice and respectful	Service is wonderful.
A list of what WIA, RCA,GA, TANF means	more night hours, later day hours
Speed them up I need to work	no, all is great
add a sugestion	no doing a great job
More courteous to othersm bi rude attitude.	your doing great.
Yes, faster service	Doing a great job.
i think you ae all great and helpful.	service is wonderful.
None, service isd outstanding	keep on doing a great job and always talk together on how making it perfect
More resources	perfect
Perfect!	Keep up the great job.
more computers	Don't ask for the last four of SS# out loud /security purpose.
no service are wonderful!	No, everythings great.
Keep up the fantastic work.	



### Concerns

learnig more
finding the right employer for my skills
You served correctly
You have always assisted me on what I need
ot at the Merced, Thanks
Not at this time
A job
More providers
help me find a job
help me find a job
Finding a good employer
Why do we have to wait for you to check in on the computer
PESCO I want tpo know how I did.
Learning the computer a little more.
Get me a job. (Good job)
None, you were enough help.
Not being able to get a job, due to age, I am 50 years old.
just keep my faith up that their is a job for me out there
I am worried I am not employable.
No, you assit me well.
Truck driving.
Jobs for people over 40 yrs. of age & under 65 yrs. of age.



# Worknet

## Customer Service & Satisfaction Report

### For All Locations

November 2007

Merced County Department of Workforce Investment

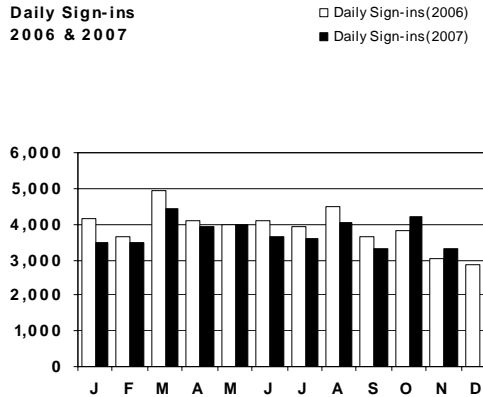
#### Daily Sign-ins

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

**Daily Sign-ins 2006 & 2007**



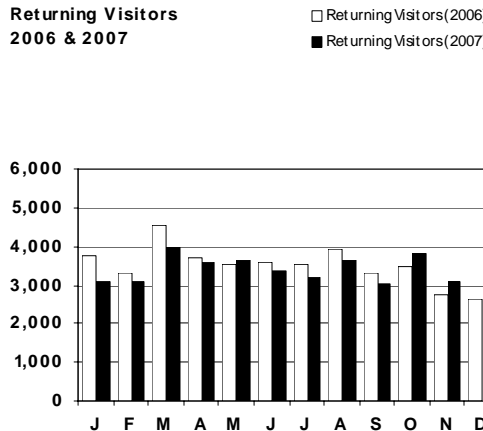
#### Return Visits

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

**Returning Visitors 2006 & 2007**



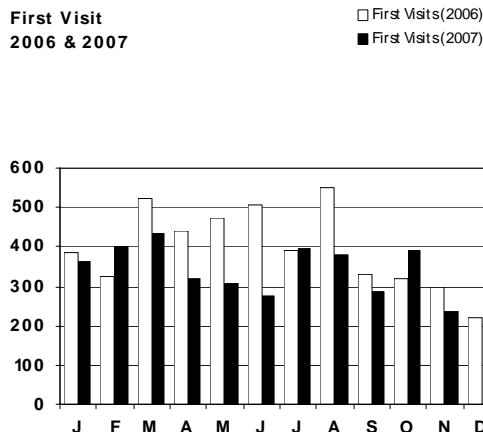
#### First Visits

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

**First Visit 2006 & 2007**



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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?**

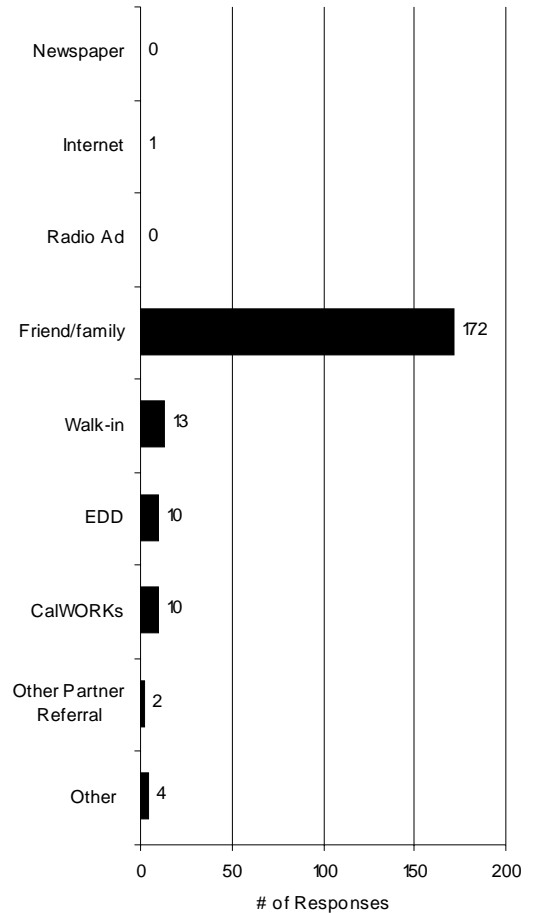
*Responses from first-time visitors*

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?**

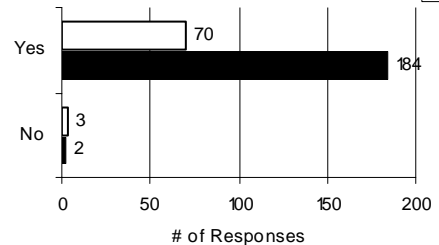
Of those responding to this question, 98.9 percent of our customers would refer our services to others.

PY 05/06 annual average: 98.78%

PY 06/07 annual average: 98.36%

Would you refer our services to others?

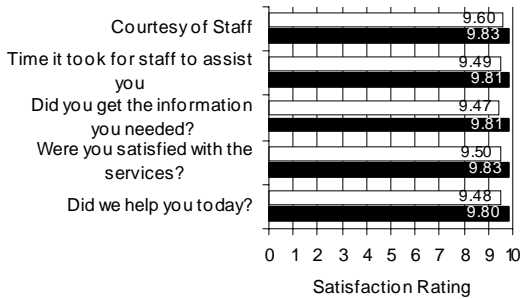
□ Nov-06  
 ■ Nov-07





**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**

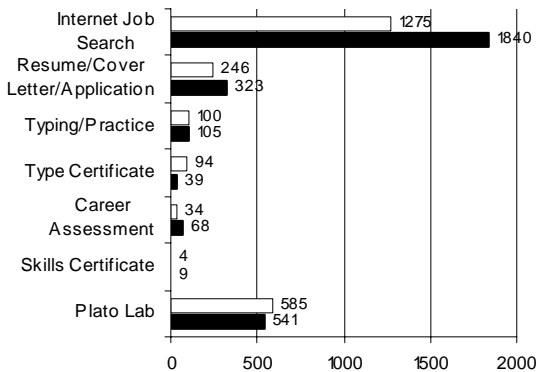
Both Locations: 5.6%

Merced: 1.0%

Los Banos: 12.6%

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

Nov-06  
 Nov-07



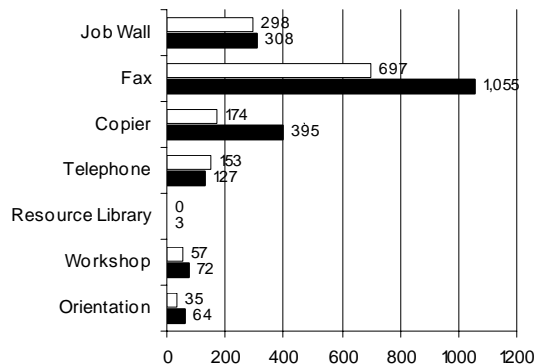
Computer related services are always the ones most used by our customers, with customers using one or more such services 2,573 times in November.

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.



**Worknet**  
**Customer Service & Satisfaction Report**  
**For All Locations**  
**November 2007**  
 Merced County Department of Workforce Investment

**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

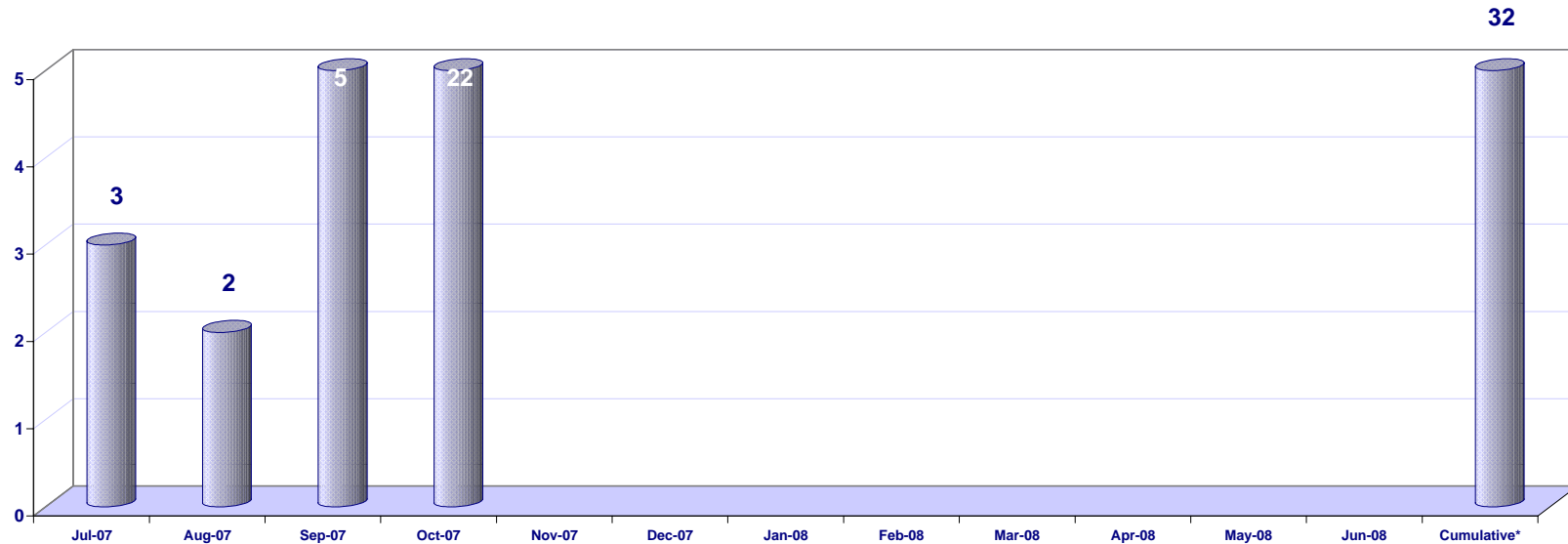
Not at the moment.
get programs so you can send apps via internet
Nope, not yet
I need a job.
I think your doing right now.
Not at the moment.

WIA PARTICIPANT SUMMARY REPORT - ADULT (Grant Code: 201)  
 PY 2007/08 - October 2007  
 Report Range 07/2007 to 10/2007

	ADULT												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	111	113	118	112									140	250	56.0%
Participants Carried In	108	111	113	90									108	105	102.9%
New Participants Entering Grant	3	2	5	22									32	145	22.1%
<b>Total Participants Exiting WI</b>			28										28	91	30.8%
Entered Unsubsidized Employment			21										21	71	29.6%
Training Related			7										7	22	31.8%
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			11										11		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits			27										27	78	34.6%

Program Activities/Services Summary	Enrolled												Cumulative*	PY 07/08	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			
Core Services (Registered)	111	113	117	108									136	384	35.4%
Intensive Services	84	85	87	95									110	179	61.5%
Training Services	39	39	39	30									39	117	33.3%
Youth Services															
Concurrent Program Participants	21	21	21	14									22		
Individual Training Accounts	3	3	3	3									3		
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - ADULT  
 New Participants Entering Grant

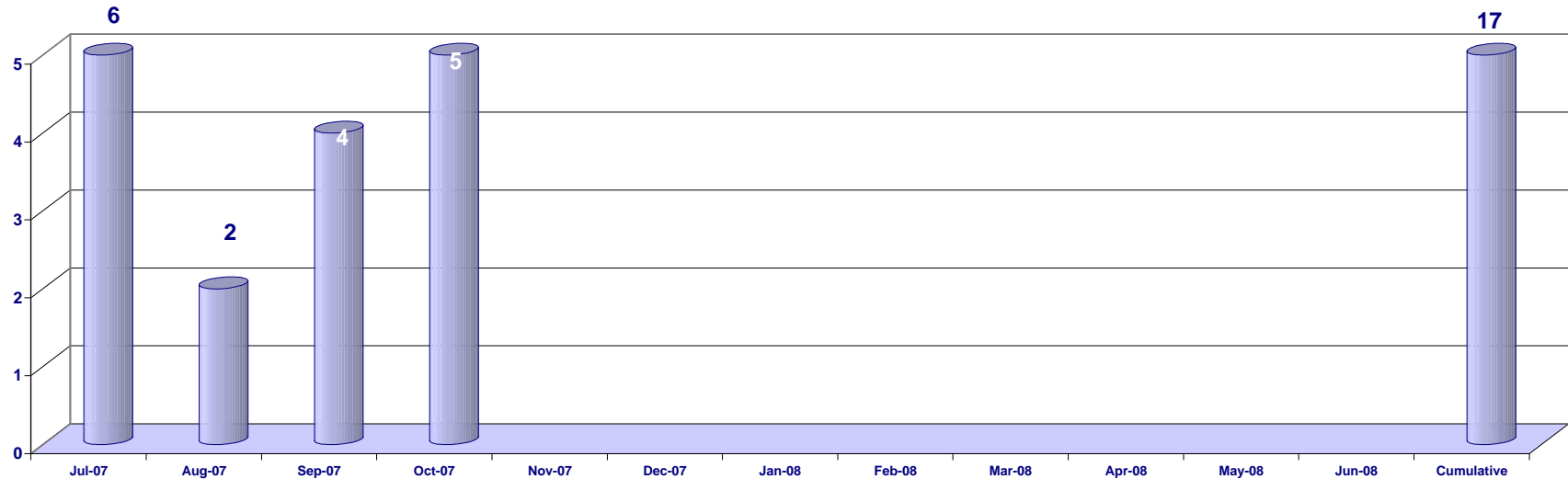


WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER (Grant Code: 501)  
 PY 2007/08 - October 2007  
 Report Range 07/2007 to 10/2007

	DISLOCATED WORKER												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative	PY 07/08	Attained
<b>Total Participants</b>	95	97	101	81									106	158	67.1%
Participants Carried In	89	95	97	76									89	85	104.7%
New Participants Entering Grant	6	2	4	5									17	73	23.3%
<b>Total Participants Exiting WI</b>			25										25	39	64.1%
Entered Unsubsidized Employment			19										19	35	54.3%
Training Related			3										3	17	17.6%
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			10										10		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance			3										3		
Other Exits			22										22	38	57.9%

Program Activities/Services Summary	Enrolled												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			Cumulative
Core Services (Registered)	95	97	101	81									106	216	49.1%
Intensive Services	80	82	86	73									91	113	80.5%
Training Services	25	25	26	21									27	71	38.0%
Youth Services															
Concurrent Program Participants	36	36	36	26									37		
Individual Training Accounts	3	3	3	1									3		
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - DISLOCATED WORKER  
 New Participants Entering Grant



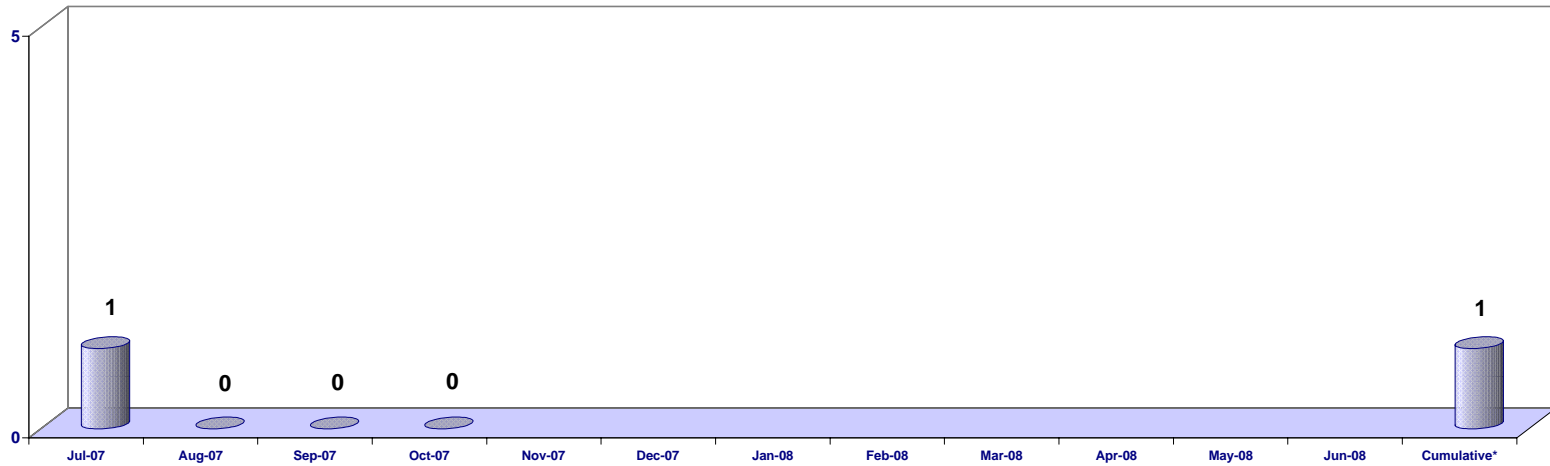


WIA PARTICIPANT SUMMARY REPORT - 25% MERCED EXPANSION PROJECT (Grant Code: 528)  
 PY 2007/08 - October 2007  
 Report Range 07/2007 to 10/2007

	QUEBECOR												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	13	13	13	5									13		
Participants Carried In	12	13	13	5									12		
New Participants Entering Grant	1												1		
<b>Total Participants Exiting WI</b>			8										8		
Entered Unsubsidized Employment			7										7		
Training Related			1										1		
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			2										2		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits			8										8		

Program Activities/Services Summary	Enrolled												PY 07/08	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			Cumulative*
Core Services (Registered)	13	13	13	5									8		
Intensive Services	5	5	5	2									3		
Training Services	4	4	4	2									2		
Youth Services															
Concurrent Program Participants	2	2	2										2		
Individual Training Accounts															
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - 25 % DISLOCATED WORKER AUGMENTATION: QUEBECOR  
 New Participants Entering Grant

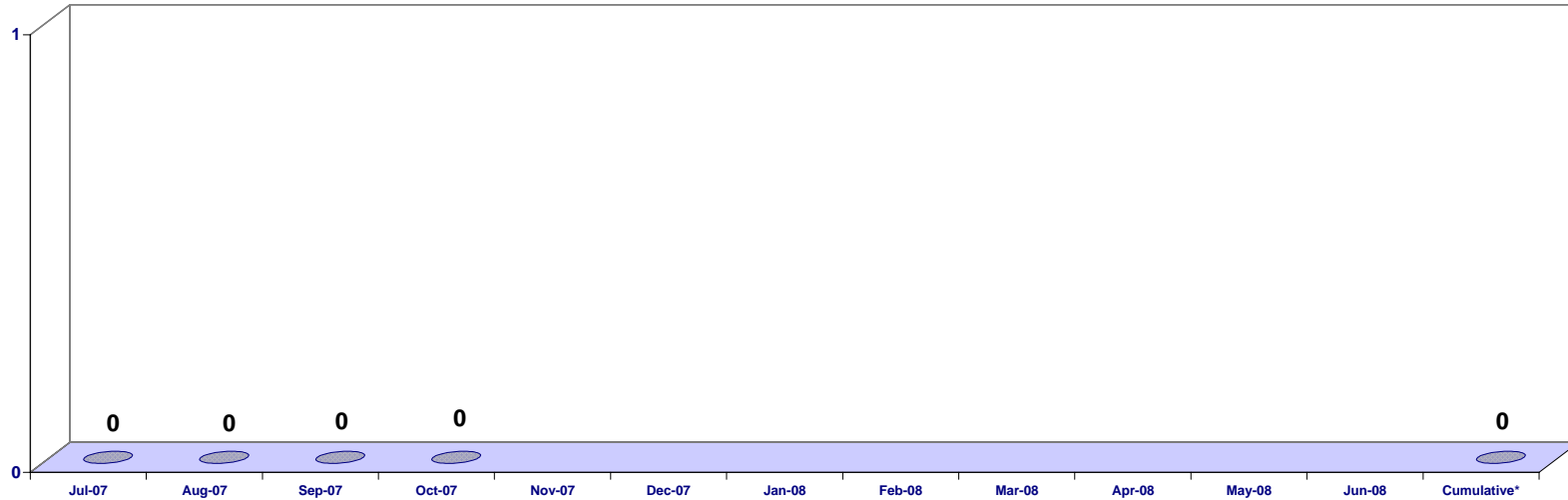


WIA PARTICIPANT SUMMARY REPORT - DWI/CVOC JOINT PROJECT (Grant Code: 537)  
 PY 2007/08 - October 2007  
 Report Range 07/2007 to 10/2007

	DWI/CVOC JOINT PROJECT													Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	35	35	35	28									35		
Participants Carried In	35	35	35	28									35		
New Participants Entering Grant															
<b>Total Participants Exiting WI</b>			7										7		
Entered Unsubsidized Employment			5										5		
Training Related			2										2		
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			4										4		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance			2										2		
Other Exits			5										5		

Program Activities/Services Summary	Enrolled													PY 07/08	Attained
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*		
Core Services (Registered)	33	33	34	27									34		
Intensive Services	34	34	34	27									34		
Training Services	7	7	7	5									7		
Youth Services															
Concurrent Program Participants	25	25	25	19									25		
Individual Training Accounts	2	2	2	1									2		
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - DWI/CVOC JOINT PROJECT  
 New Participants Entering Grant

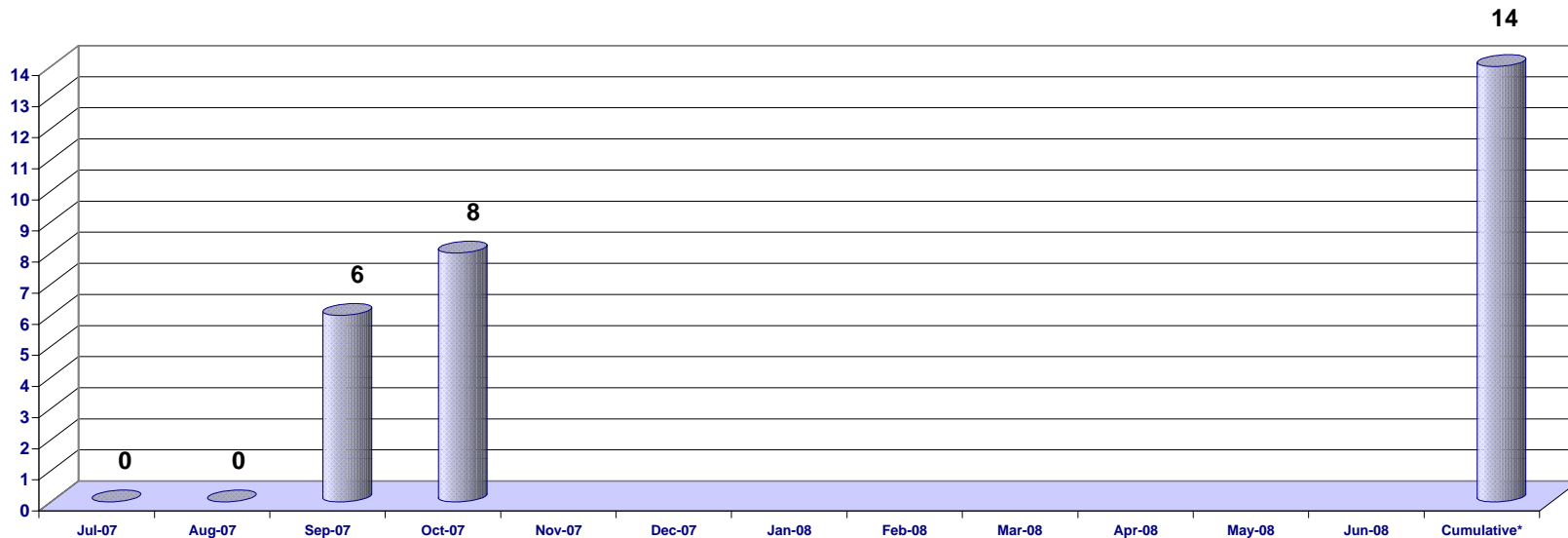


WIA PARTICIPANT SUMMARY REPORT - HIGH CON. YOUTH (Grant Code: 648)  
 PY 2007/08 - October 2007  
 Report Range 07/2007 to 10/2007

	High Concentration Youth Program												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
<b>Total Participants</b>	21	21	27	35									35
Participants Carried In	21	21	21	27									21
New Participants Entering Grant			6	8									14
<b>Total Participants Exiting WI</b>													
Entered Unsubsidized Employment													
Training Related													
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree													
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits													

Program Activities/Services Summary	Enrolled												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
Core Services (Registered)													
Intensive Services	7	7	12	16									16
Training Services	3	3	4	4									4
Youth Services	21	21	27	34									34
Concurrent Program Participants	6	6	7	11									11
Individual Training Accounts													
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - HIGH CON. YOUTH (GRANT CODE: 648)  
 New Participants Entering Grant

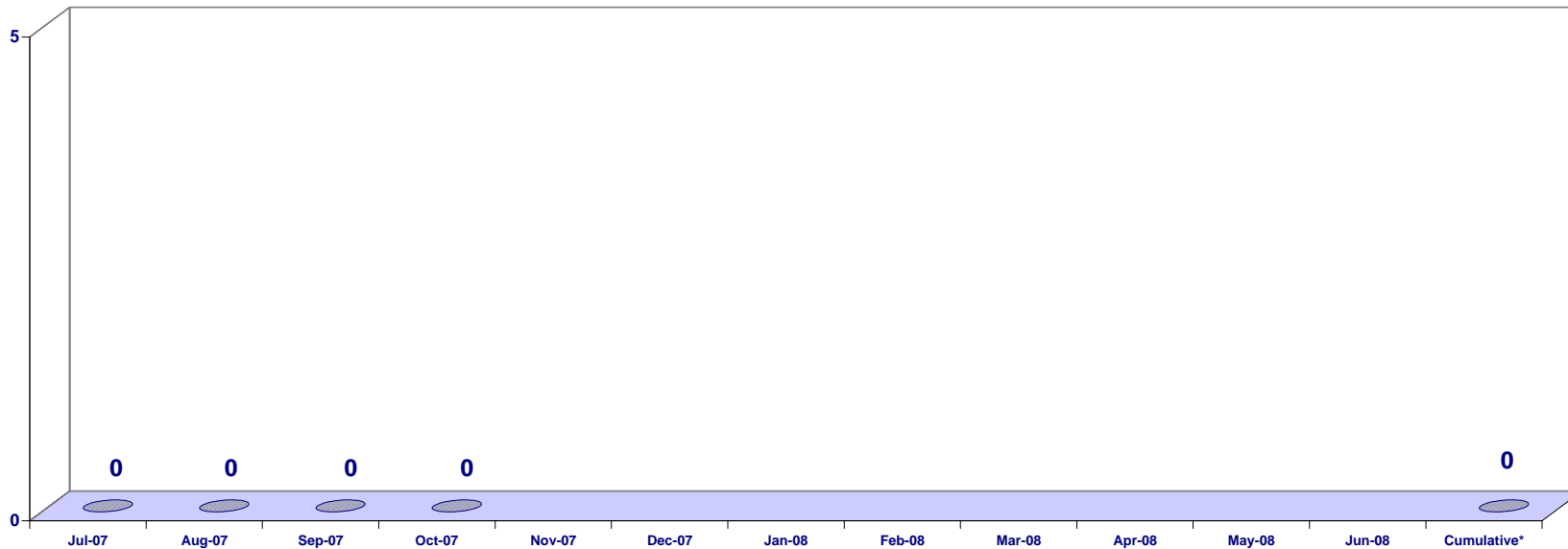


WIA PARTICIPANT SUMMARY REPORT - NURSING PROGRAM (Grant Code: 693)  
 PY 2007/08 - October 2007  
 Report Range 07/2007 to 10/2007

	Nursing Program												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
<b>Total Participants</b>	27	27	27	24									27
Participants Carried In	27	27	27	24									27
New Participants Entering Grant													
<b>Total Participants Exiting WI</b>			3										3
Entered Unsubsidized Employment			3										3
Training Related			2										2
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree			2										2
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits			3										3

Program Activities/Services Summary	Enrolled												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
Core Services (Registered)	22	22	22	21									22
Intensive Services	27	27	27	24									27
Training Services	19	19	19	18									19
Youth Services													
Concurrent Program Participants	3	3	3	3									3
Individual Training Accounts	1	1	1	1									1
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - NURSING PROGRAM (GRANT CODE: 693)  
 New Participants Entering Grant

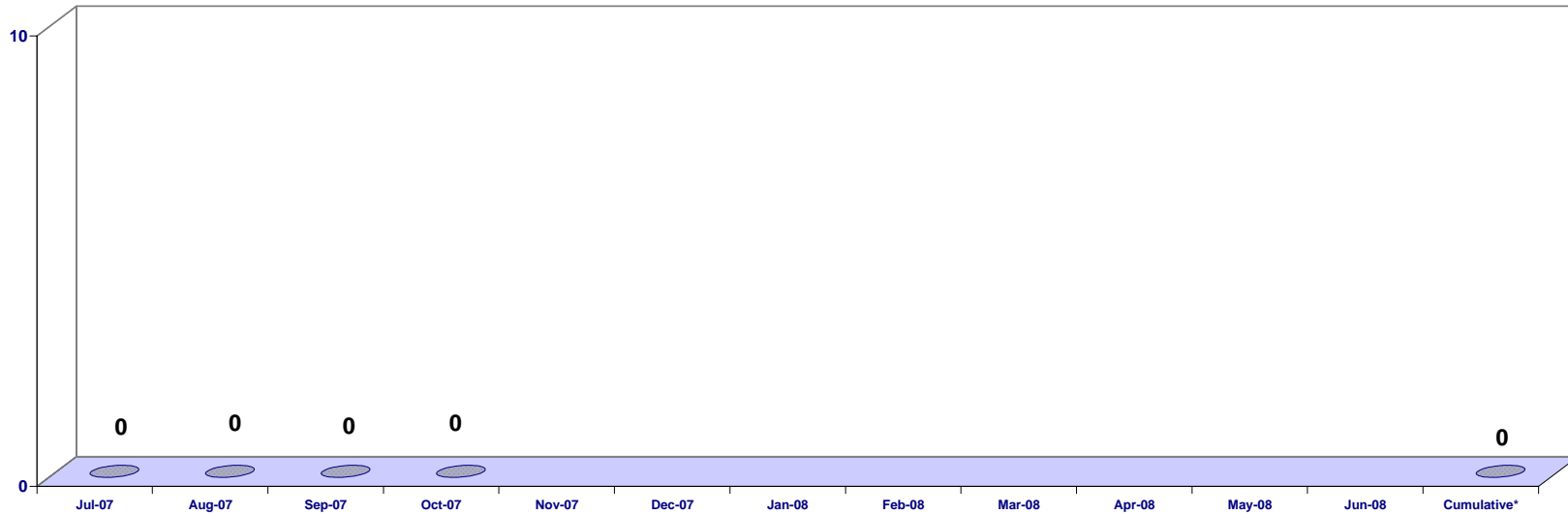


WIA PARTICIPANT SUMMARY REPORT - 15% MERCED EXPANSION PROJECT (Grant Code: 787)  
 PY 2007/08 - October 2007  
 Report Range 07/2007 to 10/2007

	Quebecor													Cumulative*	Part. Plan PY 07/08	% of Plan Attained
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08				
<b>Total Participants</b>	15	15	15	7										15		
Participants Carried In	15	15	15	7										15		
New Participants Entering Grant																
<b>Total Participants Exiting WI</b>			8											8		
Entered Unsubsidized Employment			6											6		
Training Related			2											2		
Entered Military Service																
Entered Qualified Apprenticeship Program																
Entered Post-Secondary Education																
Entered Advanced Training																
Attained Recognized Certificate/Diploma/Degree			2											2		
Attained High School Diploma/GED																
Returned to Secondary School (Youth Only)																
Exits Excluded from Performance																
Other Exits			8											8		

Program Activities/Services Summary	Enrolled													Cumulative*	Part. Plan PY 07/08	% of Plan Attained
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08				
Core Services (Registered)	15	15	15	7										15		
Intensive Services	2	2	2											2		
Training Services	2	2	2											2		
Youth Services																
Concurrent Program Participants	2	2	2											2		
Individual Training Accounts																
Goals Set (Younger Youth Only)																

WIA PARTICIPANT SUMMARY - 15% MERCED EXPANSION PROJECT (GRANT CODE: 787)  
 New Participants Entering Grant

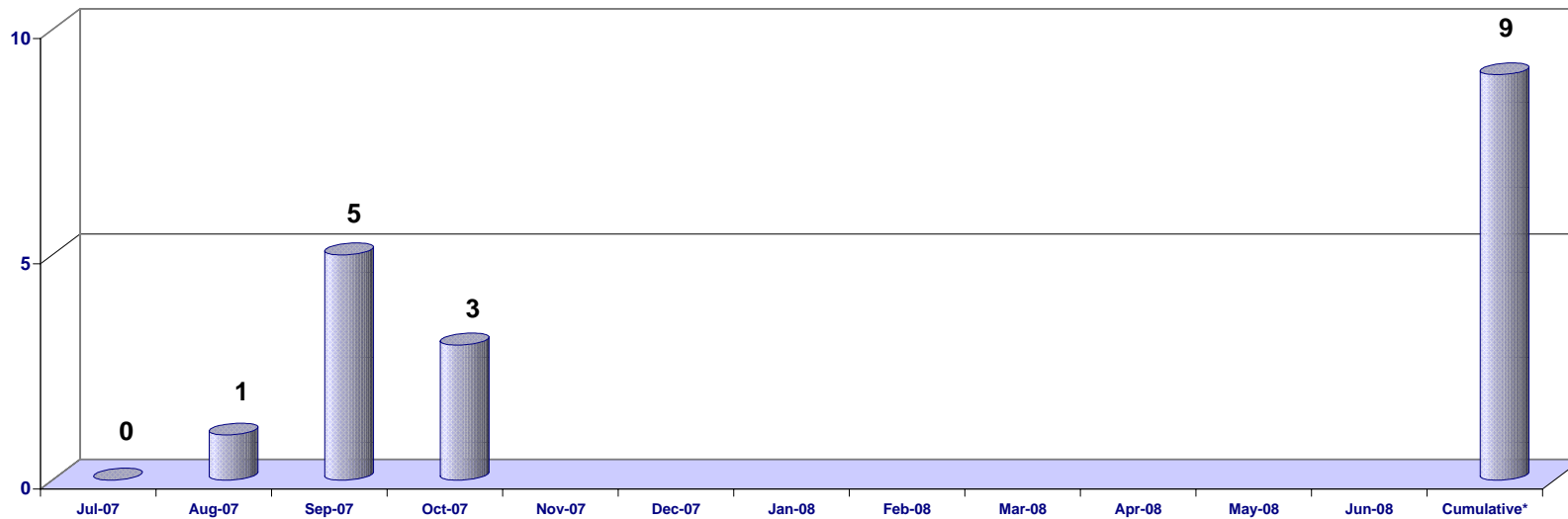


**WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH**  
**PY 2007/08 - October 2007**  
**Report Range 07/2007 to 10/2007**

	OLDER YOUTH												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	93	94	99	102									102	132	77.3%
Participants Carried In	93	93	94	99									93	102	91.2%
New Participants Entering Grant		1	5	3									9	30	30.0%
<b>Total Participants Exiting WI</b>														35	
Entered Unsubsidized Employment														25	
Training Related														9	
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education														9	
Entered Advanced Training														1	
Attained Recognized Certificate/Diploma/Degree															
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits														35	

Program Activities/Services Summary	Enrolled												Cumulative*	PY 07/08	Attained	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08				
Core Services (Registered)																
Intensive Services	82	83	88	91									91			
Training Services	60	61	62	63									63			
Youth Services	91	92	97	100									100			
Concurrent Program Participants	28	29	30	31									31			
Individual Training Accounts																
Goals Set (Younger Youth Only)																

**WIA PARTICIPANT SUMMARY - OLDER YOUTH**  
**New Participants Entering Grant**

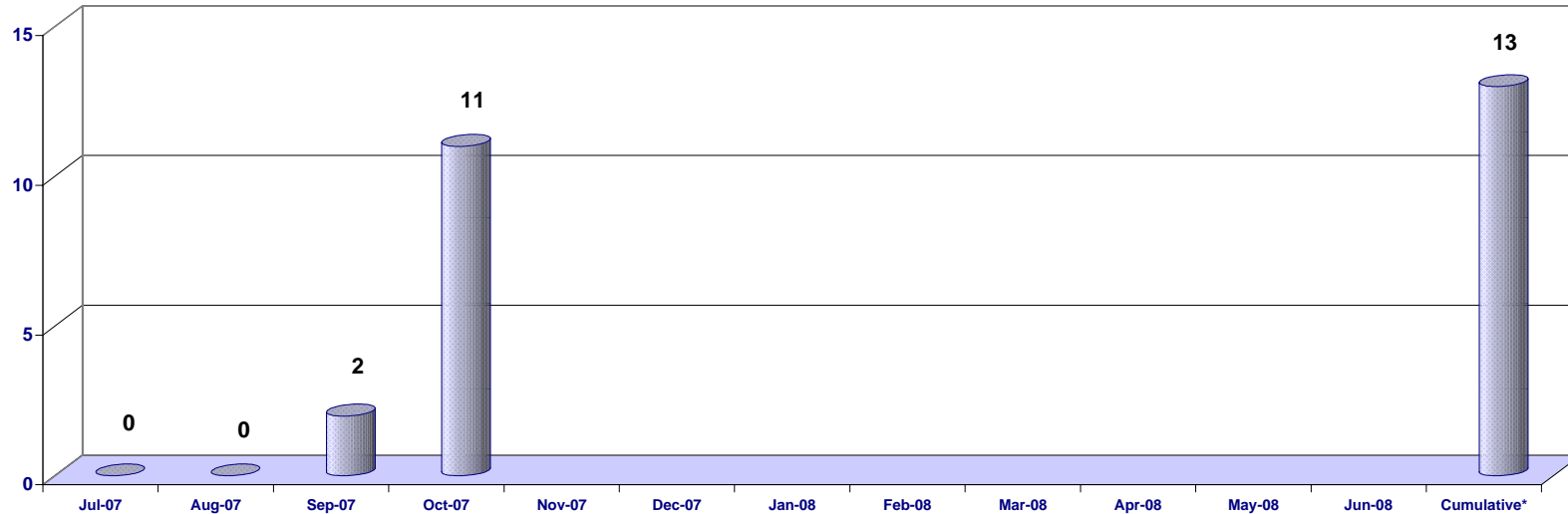


**WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH**  
**PY 2007/08 - October 2007**  
**Report Range 07/2007 to 10/2007**

	Younger Youth													Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	196	196	198	177									209	316	66.1%
Participants Carried In	196	196	196	166									196	286	68.5%
New Participants Entering Grant			2	11									13	30	43.3%
<b>Total Participants Exiting WI</b>			32										32	100	32.0%
Entered Unsubsidized Employment			8										8	15	53.3%
Training Related			4										4	10	40.0%
Entered Military Service														5	
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education			21										21	62	33.9%
Entered Advanced Training														2	
Attained Recognized Certificate/Diploma/Degree			25										25		
Attained High School Diploma/GED			25										25	75	33.3%
Returned to Secondary School (Youth Only)														4	
Exits Excluded from Performance			1										1		
Other Exits			31										31	85	36.5%

Program Activities/Services Summary	Enrolled													Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*			
Core Services (Registered)																
Intensive Services	46	46	47	51									51			
Training Services	31	31	31	31									31			
Youth Services	196	196	198	176									208			
Concurrent Program Participants	102	102	102	88									108			
Individual Training Accounts																
Goals Set (Younger Youth Only)	12	11	12	21									27	250	10.8%	

**WIA PARTICIPANT SUMMARY - YOUNGER YOUTH**  
**New Participants Entering Grant**

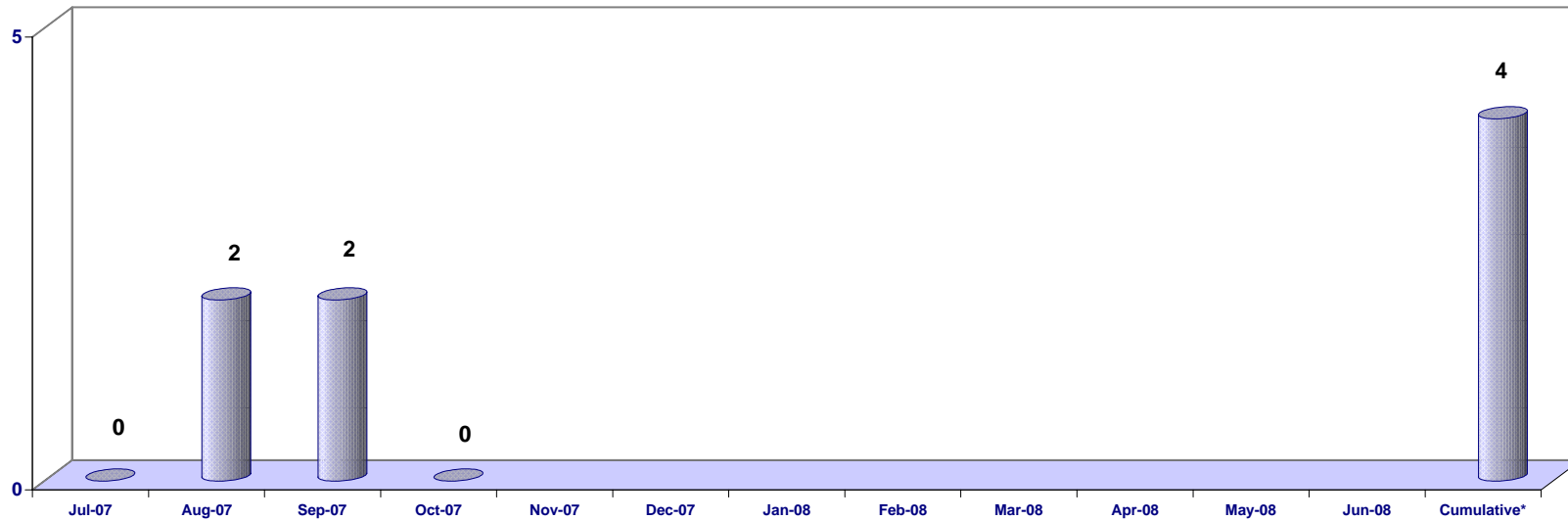


WIA PARTICIPANT SUMMARY REPORT - 907 DOL San Joaquin LVN Program  
 PY 2007/08 - October 2007  
 Report Range 07/2007 to 10/2007

	DOL San Joaquin LVN Program												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
<b>Total Participants</b>	28	30	32	31									32
Participants Carried In	28	28	30	31									28
New Participants Entering Grant		2	2										4
<b>Total Participants Exiting WI</b>			1										1
Entered Unsubsidized Employment													
Training Related													
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree													
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits			1										1

Program Activities/Services Summary	Enrolled												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
Core Services (Registered)	20	21	23	22									23
Intensive Services	27	28	28	27									28
Training Services													
Youth Services													
Concurrent Program Participants	4	4	4	4									4
Individual Training Accounts													
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - DOL SAN JOAQUIN LVN PROGRAM  
 New Participants Entering Grant



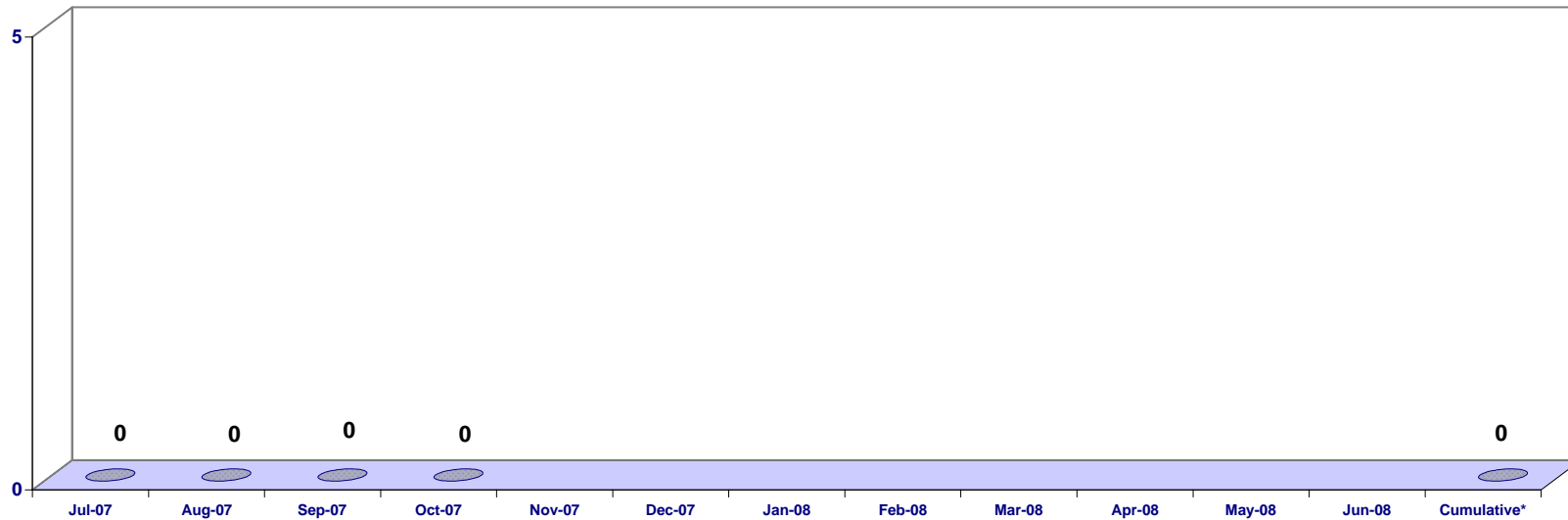


WIA PARTICIPANT SUMMARY REPORT - SJC MANUFACTURING PROJECT (914)  
 PY 2007/08 - October 2007  
 Report Range 07/2007 to 10/2007

	DOL San Joaquin LVN Program												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
<b>Total Participants</b>	1	1	1	1									1
Participants Carried In	1	1	1	1									1
New Participants Entering Grant													
<b>Total Participants Exiting WI</b>													
Entered Unsubsidized Employment													
Training Related													
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree													
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits													

Program Activities/Services Summary	Enrolled												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
Core Services (Registered)	1	1	1	1									1
Intensive Services	1	1	1	1									1
Training Services													
Youth Services													
Concurrent Program Participants													
Individual Training Accounts													
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - SJC MANUFACTURING PROJECT  
 New Participants Entering Grant



**WIA PARTICIPANT CHARACTERISTICS SUMMARY**

Report Period: 7/2007 to 10/2007

**ENROLLED**

	ADULT		DISLOCATED WORKER		528 25% MERCED EXPANSION PROJECT		537 WIA-CVOC JOINT PROJECT		648 WIA-HIGH CON. YTH		693 RN PROGRAM	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	140	100.0%	106	100.0%	13	100.0%	35	100.0%	35	100.0%	27	100.0%
Female	101	72.1%	67	63.2%	5	38.5%	26	74.3%	16	45.7%	20	74.1%
Male	39	27.9%	39	36.8%	8	61.5%	9	25.7%	19	54.3%	7	25.9%
<b>Age</b>												
14-18	1	0.7%							21	60.0%		
19-21	9	6.4%	4	3.8%	2	15.4%	1	2.9%	14	40.0%	2	7.4%
22-29	61	43.6%	10	9.4%	3	23.1%					17	63.0%
30-44	43	30.7%	33	31.1%	6	46.2%	9	25.7%			6	22.2%
45-54	18	12.9%	38	35.8%	2	15.4%	13	37.1%			2	7.4%
55-61	8	5.7%	19	17.9%			10	28.6%				
62-64			1	0.9%			1	2.9%				
65 and over			1	0.9%			1	2.9%				
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native	1	0.7%	3	2.8%	2	15.4%						
Asian	31	22.1%	5	4.7%	1	7.7%	2	5.7%	1	2.9%	1	3.7%
Black / African American	11	7.9%	8	7.5%	1	7.7%	2	5.7%	3	8.6%		
Hawaiian Native / Other Pacific Islander	7	5.0%	1	0.9%							1	3.7%
White	45	32.1%	34	32.1%	4	30.8%	7	20.0%	6	17.1%	15	55.6%
Ethnicity Hispanic or Latino	56	40.0%	60	56.6%	7	53.8%	25	71.4%	25	71.4%	11	40.7%
<b>Labor Force Status</b>												
Employed	67	47.9%							3	8.6%	19	70.4%
Unemployed	73	52.1%	106	100.0%	13	100.0%	35	100.0%	32	91.4%	8	29.6%
UI Claimant	8	5.7%	83	78.3%	7	53.8%	31	88.6%				
UI Exhaustee	2	1.4%	20	18.9%	6	46.2%	3	8.6%				
<b>Barriers to Employment</b>												
Disabled	4	2.9%							15	42.9%	1	3.7%
Limited English Proficiency	3	2.1%	2	1.9%			2	5.7%				
Single Parent	40	28.6%	16	15.1%	2	15.4%	4	11.4%	1	2.9%	5	18.5%
Work Profiling Reemployment Services Referral			13	12.3%			5	14.3%				
Low Income	79	56.4%	44	41.5%	8	61.5%	10	28.6%	35	100.0%	12	44.4%
Displaced Homemaker												
Offender	6	4.3%	2	1.9%	2	15.4%			2	5.7%	1	3.7%
Homeless	1	0.7%							1	2.9%		
Runaway Youth									3	8.6%		
Pregnant Parenting Youth									3	8.6%		
Youth Needing Additional Assistance									35	100.0%		
Basic Literacy Skills Deficient	46	32.9%	57	53.8%	1	7.7%	26	74.3%	33	94.3%	4	14.8%
Substance Abuse									2	5.7%		
Foster Youth	1	0.7%							3	8.6%		

WIA PARTICIPANT CHARACTERISTICS SUMMARY

Report Period: 7/2007 to 10/2007

ENROLLED

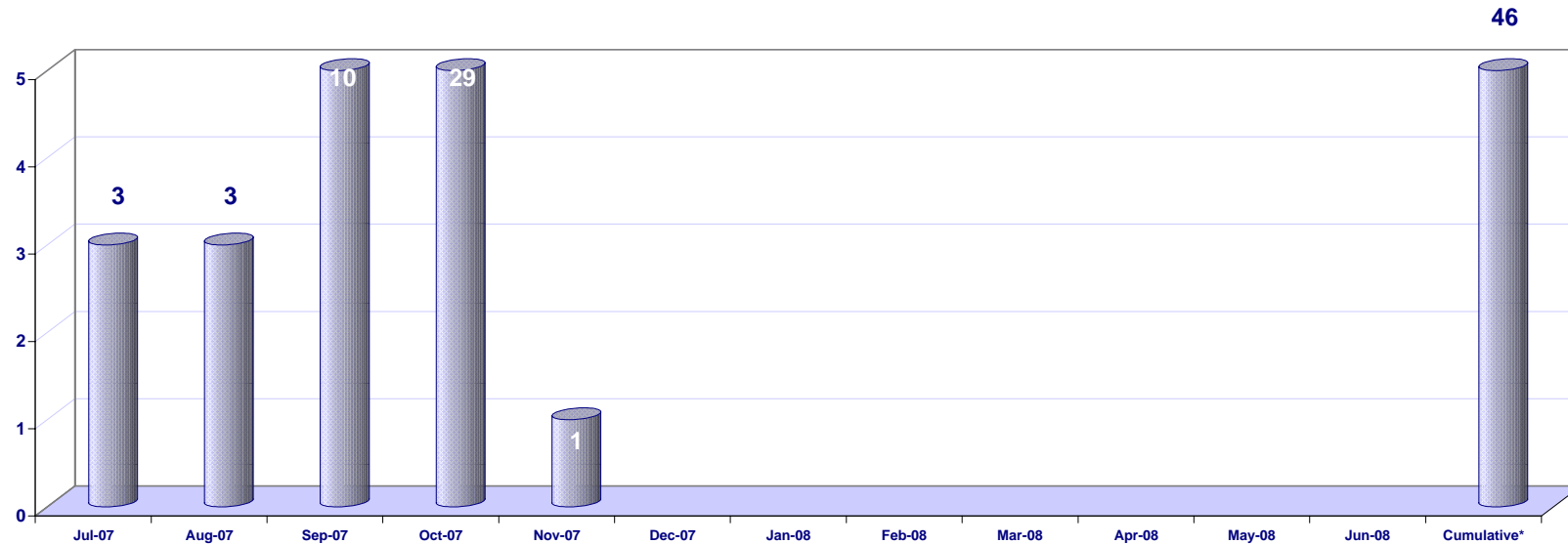
	787 15% MERCED EXPANSION PROJECT		907 DOL SAN JOAQUIN LVN PROGRAM		301 OLDER YOUTH		301 YOUNGER YOUTH		914 SJC MANUF. PROJECT		TOTAL (ALL GRANT CODES)	
	#	%	#	%	#	%	#	%	#	%	#	%
Total	15	100.0%	32	100.0%	102	100.0%	209	100.0%	1	100.0%	715	100.0%
Female	4	26.7%	29	90.6%	75	73.5%	107	51.2%			450	62.9%
Male	11	73.3%	3	9.4%	27	26.5%	102	48.8%	1	100.0%	265	37.1%
<b>Age</b>												
14-18							209	100.0%			231	32.3%
19-21					102	100.0%					134	18.7%
22-29	8	53.3%	16	50.0%							115	16.1%
30-44	3	20.0%	13	40.6%					1	100.0%	114	15.9%
45-54	3	20.0%	2	6.3%							78	10.9%
55-61	1	6.7%	1	3.1%							39	5.5%
62-64											2	0.3%
65 and over											2	0.3%
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native					1	1.0%	3	1.4%			10	1.4%
Asian	3	20.0%	15	46.9%	6	5.9%	30	14.4%			95	13.3%
Black / African American	2	13.3%	1	3.1%	9	8.8%	16	7.7%			53	7.4%
Hawaiian Native / Other Pacific Islander	1	6.7%	3	9.4%	1	1.0%	1	0.5%			15	2.1%
White	2	13.3%	9	28.1%	12	11.8%	29	13.9%			163	22.8%
Ethnicity Hispanic or Latino	8	53.3%	7	21.9%	74	72.5%	142	67.9%	1	100.0%	416	58.2%
<b>Labor Force Status</b>												
Employed	10	66.7%	22	68.8%	16	15.7%	5	2.4%			142	19.9%
Unemployed	5	33.3%	10	31.3%	86	84.3%	204	97.6%	1	100.0%	573	80.1%
UI Claimant	1	6.7%			1	1.0%			1	100.0%	132	18.5%
UI Exhaustee											31	4.3%
<b>Barriers to Employment</b>												
Disabled	1	6.7%	1	3.1%	5	4.9%	27	12.9%			54	7.6%
Limited English Proficiency			1	3.1%	7	6.9%	6	2.9%			21	2.9%
Single Parent	5	33.3%	8	25.0%	17	16.7%	11	5.3%			109	15.2%
Work Profiling Reemployment Services Referral											18	2.5%
Low Income	11	73.3%	12	37.5%	100	98.0%	204	97.6%			515	72.0%
Displaced Homemaker												
Offender	2	13.3%			9	8.8%	15	7.2%	1	100.0%	40	5.6%
Homeless					3	2.9%	1	0.5%			6	0.8%
Runaway Youth					2	2.0%	6	2.9%			11	1.5%
Pregnant Parenting Youth					34	33.3%	18	8.6%			55	7.7%
Youth Needing Additional Assistance					102	100.0%	207	99.0%			344	48.1%
Basic Literacy Skills Deficient			9	28.1%	90	88.2%	189	90.4%	1	100.0%	456	63.8%
Substance Abuse					4	3.9%	10	4.8%			16	2.2%
Foster Youth					2	2.0%	4	1.9%			10	1.4%

WIA PARTICIPANT SUMMARY REPORT - ADULT (Grant Code: 201)  
 PY 2007/08 - November 2007  
 Report Range 07/2007 to 11/2007

	ADULT												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	113	116	126	127	128								156	250	62.4%
Participants Carried In	110	113	116	98	127								110	105	104.8%
New Participants Entering Grant	3	3	10	29	1								46	145	31.7%
<b>Total Participants Exiting WI</b>			28										28	91	30.8%
Entered Unsubsidized Employment			21										21	71	29.6%
Training Related			7										7	22	31.8%
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			11										11		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits			27										27	78	34.6%

Program Activities/Services Summary	Enrolled												Cumulative*	PY 07/08	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			
Core Services (Registered)	113	116	125	121	127								155	384	40.4%
Intensive Services	85	87	91	105	105								120	179	67.0%
Training Services	39	39	39	30	31								40	117	34.2%
Youth Services															
Concurrent Program Participants	21	22	23	17	17								25		
Individual Training Accounts	3	3	3	3	3								3		
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - ADULT  
 New Participants Entering Grant

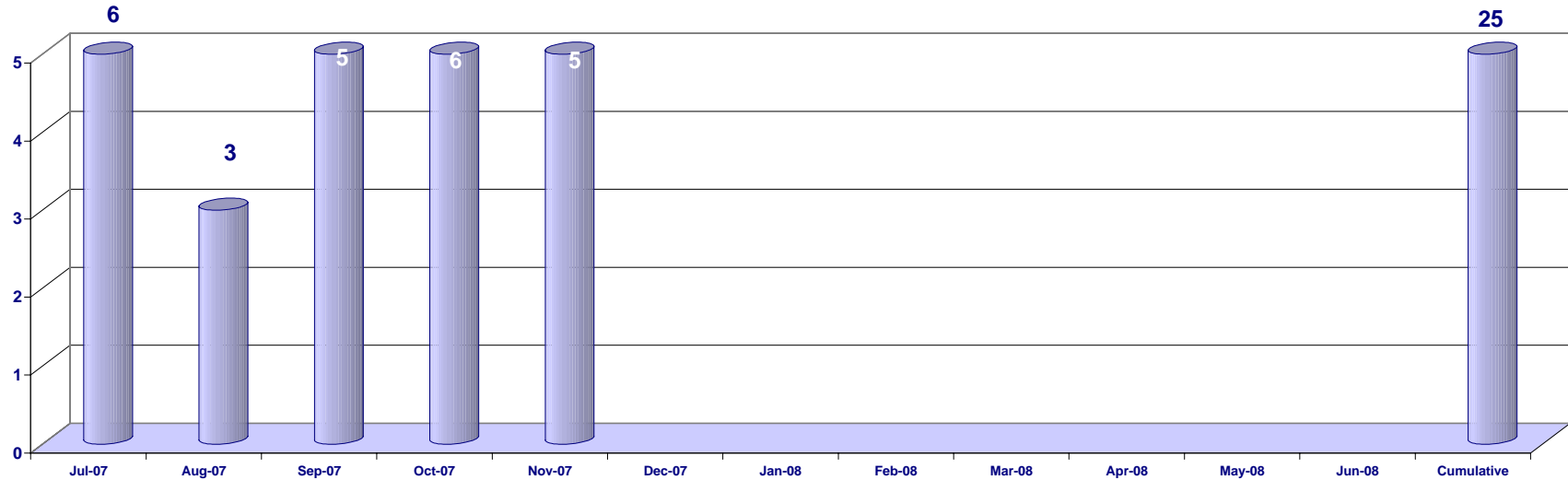


**WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER (Grant Code: 501)**  
**PY 2007/08 - November 2007**  
**Report Range 07/2007 to 11/2007**

	DISLOCATED WORKER												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative	PY 07/08	Attained
<b>Total Participants</b>	97	100	105	86	91								116	158	73.4%
Participants Carried In	91	97	100	80	86								91	85	107.1%
New Participants Entering Grant	6	3	5	6	5								25	73	34.2%
<b>Total Participants Exiting WI</b>			25										25	39	64.1%
Entered Unsubsidized Employment			19										19	35	54.3%
Training Related			3										3	17	17.6%
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			10										10		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance			3										3		
Other Exits			22										22	38	57.9%

Program Activities/Services Summary	Enrolled												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			Cumulative
Core Services (Registered)	97	100	105	91									116	216	53.7%
Intensive Services	81	84	89	82									100	113	88.5%
Training Services	26	26	27	27									33	71	46.5%
Youth Services															
Concurrent Program Participants	36	36	36	26									37		
Individual Training Accounts	3	3	3	1									3		
Goals Set (Younger Youth Only)		100	105												

**WIA PARTICIPANT SUMMARY - DISLOCATED WORKER**  
**New Participants Entering Grant**

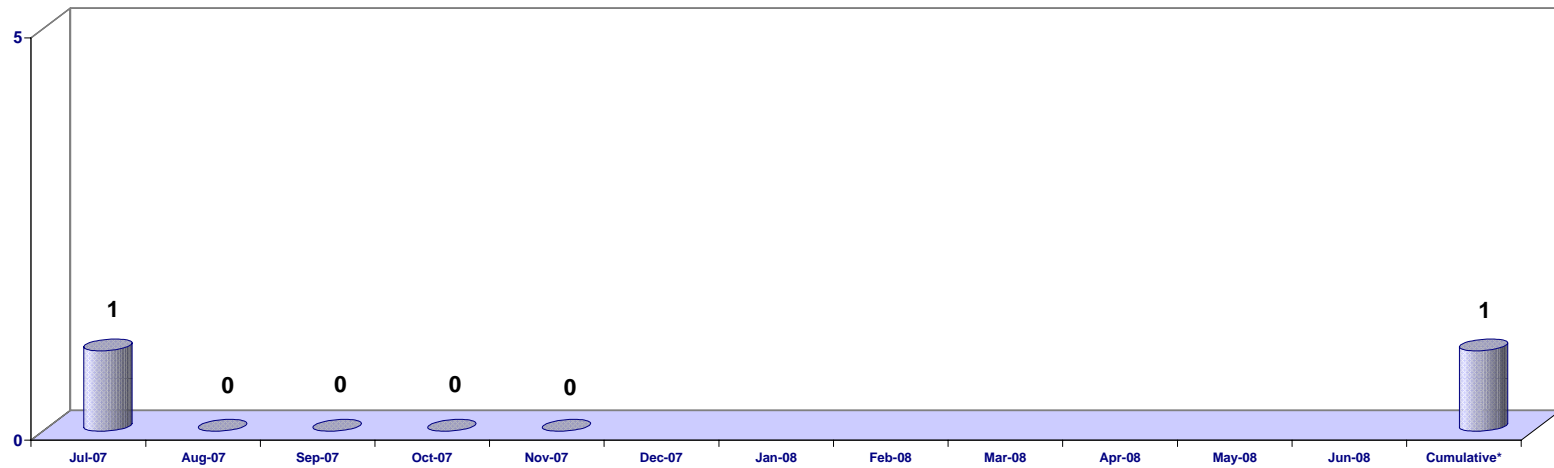


**WIA PARTICIPANT SUMMARY REPORT - 25% MERCED EXPANSION PROJECT (Grant Code: 528)**  
**PY 2007/08 - November 2007**  
**Report Range 07/2007 to 11/2007**

	QUEBECOR												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	13	13	13	5	5								13		
Participants Carried In	12	13	13	5	5								12		
New Participants Entering Grant	1												1		
<b>Total Participants Exiting WI</b>			8										8		
Entered Unsubsidized Employment			7										7		
Training Related			1										1		
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			2										2		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits			8										8		

Program Activities/Services Summary	Enrolled												Cumulative*	PY 07/08	Attained
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			
Core Services (Registered)	13	13	13	5	5								8		
Intensive Services	5	5	5	2	2								3		
Training Services	4	4	4	2	2								2		
Youth Services															
Concurrent Program Participants	2	2	2										2		
Individual Training Accounts															
Goals Set (Younger Youth Only)															

**WIA PARTICIPANT SUMMARY - 25 % DISLOCATED WORKER AUGMENTATION: QUEBECOR**  
**New Participants Entering Grant**

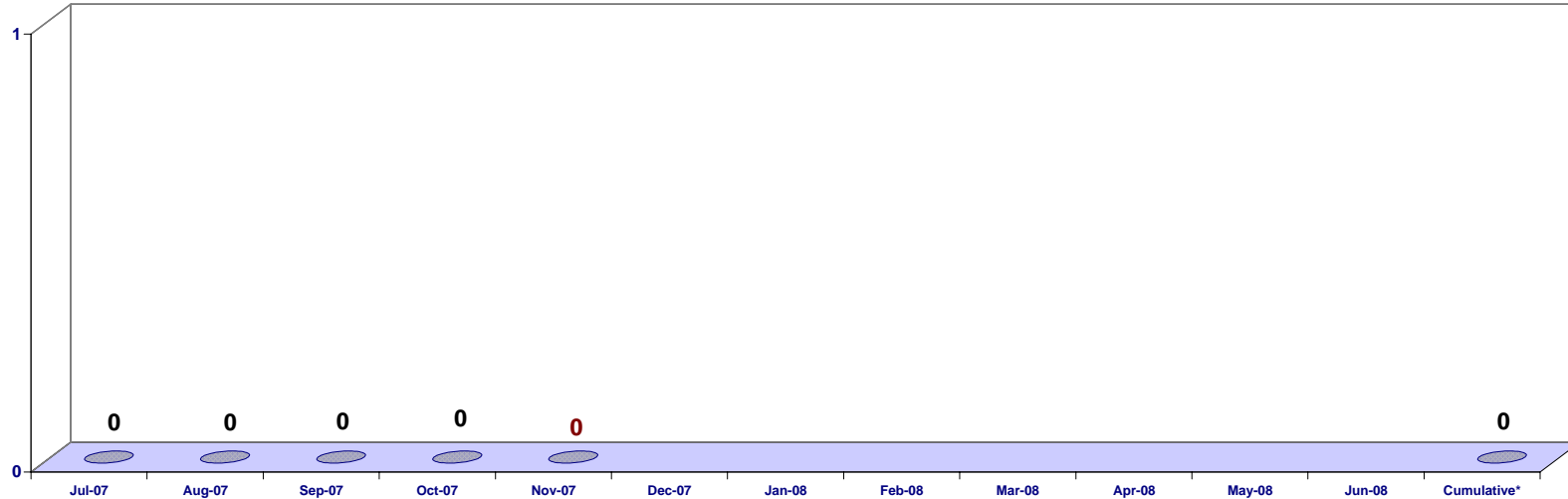


WIA PARTICIPANT SUMMARY REPORT - DWI/CVOC JOINT PROJECT (Grant Code: 537)  
 PY 2007/08 - November 2007  
 Report Range 07/2007 to 11/2007

	DWI/CVOC JOINT PROJECT												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	35	35	35	28	28								35		
Participants Carried In	35	35	35	28	28								35		
New Participants Entering Grant															
<b>Total Participants Exiting WI</b>			7										7		
Entered Unsubsidized Employment			5										5		
Training Related			2										2		
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			4										4		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance			2										2		
Other Exits			5										5		

Program Activities/Services Summary	Enrolled												Cumulative*	PY 07/08	Attained
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			
Core Services (Registered)	33	33	34	27	27								34		
Intensive Services	34	34	34	27	27								34		
Training Services	7	7	7	5	6								8		
Youth Services															
Concurrent Program Participants	25	25	25	19	19								25		
Individual Training Accounts	2	2	2	1	1								2		
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - DWI/CVOC JOINT PROJECT  
 New Participants Entering Grant

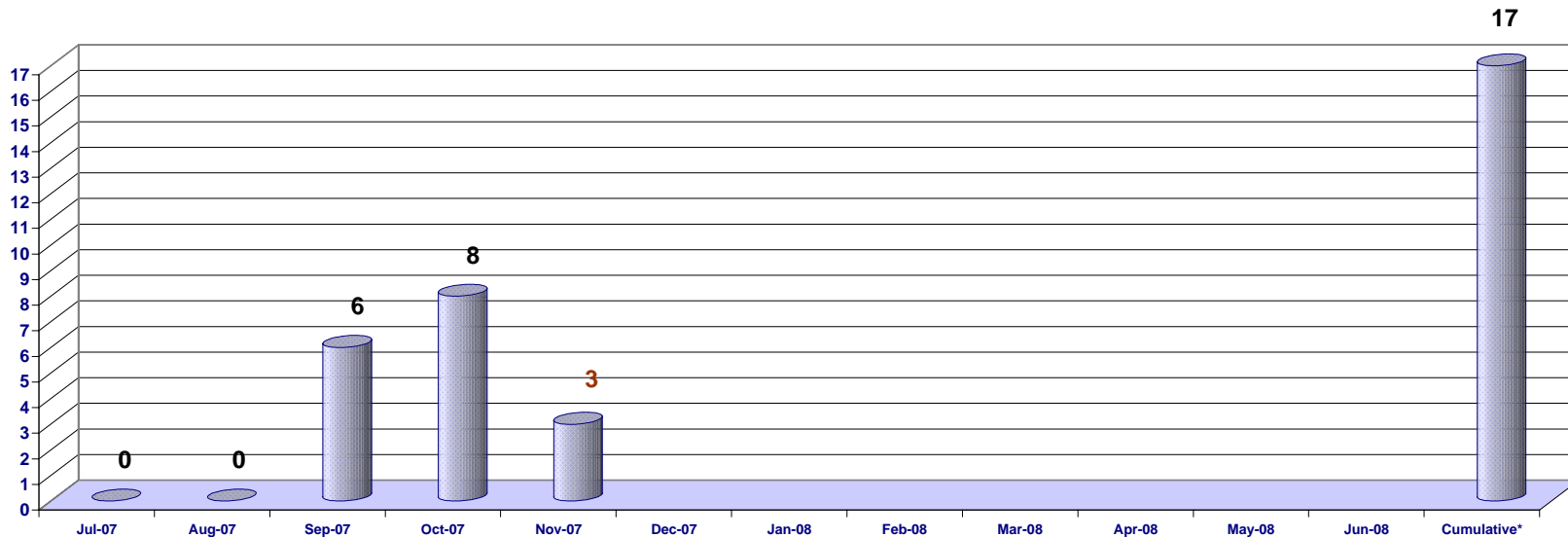


WIA PARTICIPANT SUMMARY REPORT - HIGH CON. YOUTH (Grant Code: 648)  
 PY 2007/08 - November 2007  
 Report Range 07/2007 to 11/2007

	High Concentration Youth Program												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
<b>Total Participants</b>	21	21	27	35	38								38
Participants Carried In	21	21	21	27	35								21
New Participants Entering Grant			6	8	3								17
<b>Total Participants Exiting WI</b>													
Entered Unsubsidized Employment													
Training Related													
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree													
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits													

Program Activities/Services Summary	Enrolled												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
Core Services (Registered)													
Intensive Services	7	7	12	16	17								17
Training Services	3	3	4	4	4								4
Youth Services	21	21	27	34	37								37
Concurrent Program Participants	6	6	7	11	12								12
Individual Training Accounts													
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - HIGH CON. YOUTH (GRANT CODE: 648)  
 New Participants Entering Grant



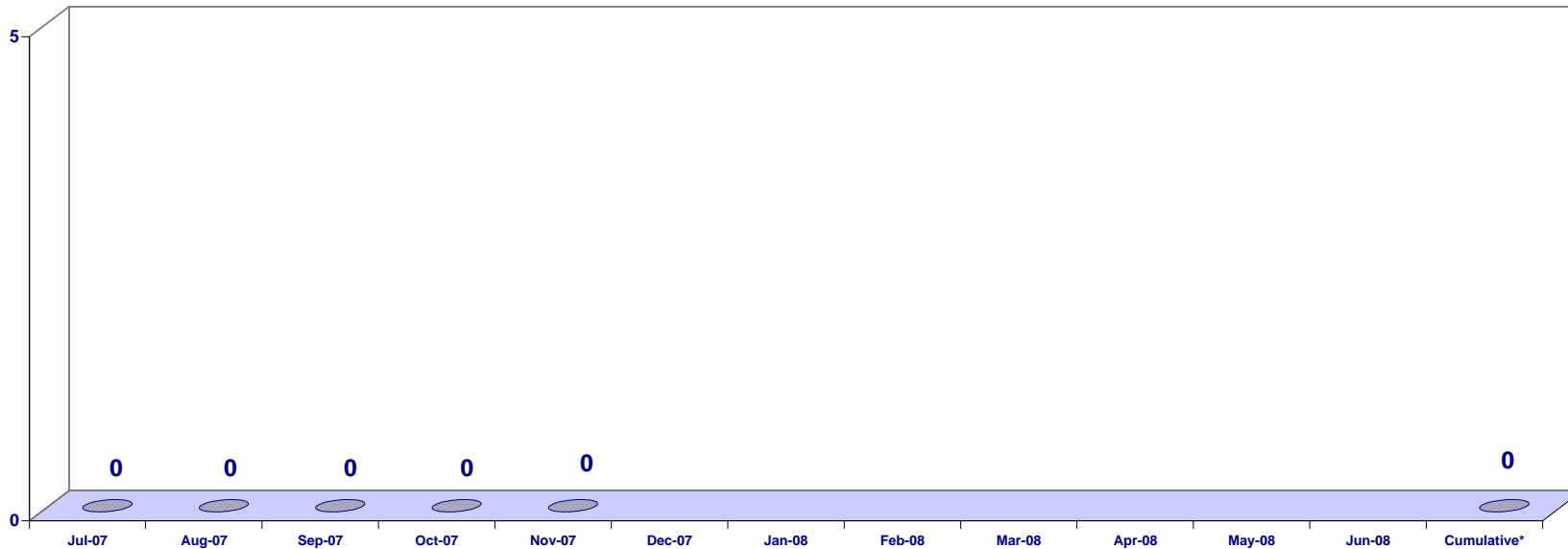


WIA PARTICIPANT SUMMARY REPORT - NURSING PROGRAM (Grant Code: 693)  
 PY 2007/08 - November 2007  
 Report Range 07/2007 to 11/2007

	Nursing Program												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
<b>Total Participants</b>	27	27	27	24	24								27
Participants Carried In	27	27	27	24	24								27
New Participants Entering Grant													
<b>Total Participants Exiting WI</b>			3										3
Entered Unsubsidized Employment			3										3
Training Related			2										2
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree			2										2
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits			3										3

Program Activities/Services Summary	Enrolled												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
Core Services (Registered)	22	22	22	21	21								22
Intensive Services	27	27	27	24	24								27
Training Services	19	19	19	18	18								19
Youth Services													
Concurrent Program Participants	3	3	3	3	3								3
Individual Training Accounts	1	1	1	1	1								1
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - NURSING PROGRAM (GRANT CODE: 693)  
 New Participants Entering Grant

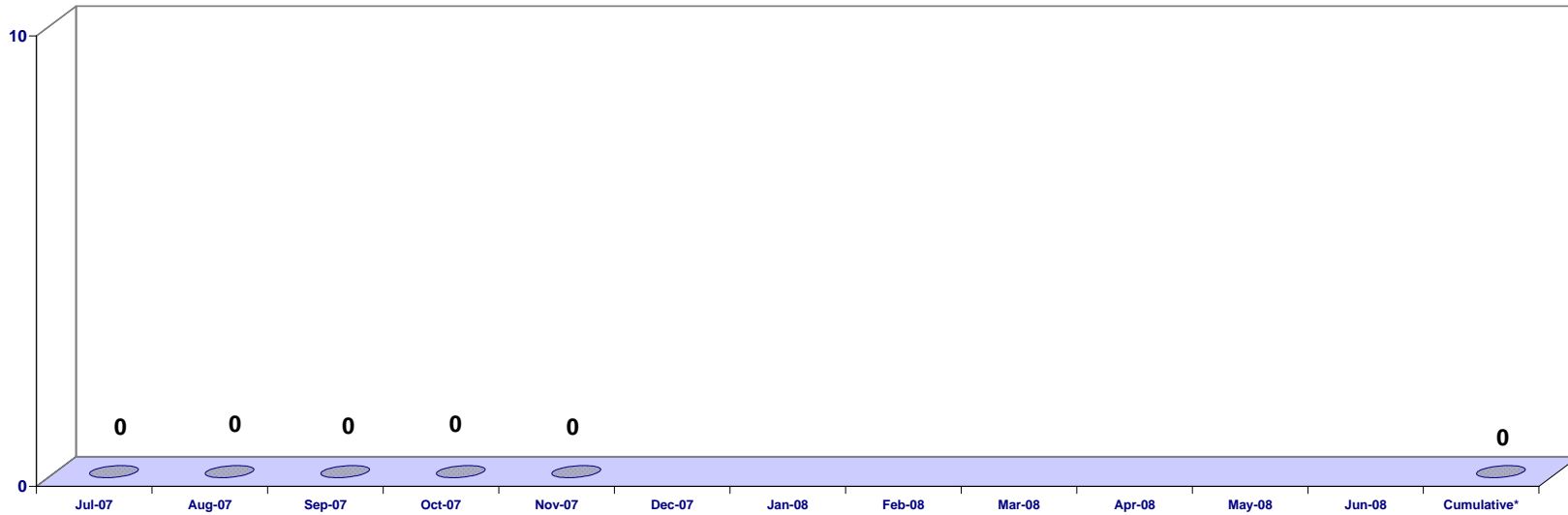


WIA PARTICIPANT SUMMARY REPORT - 15% MERCED EXPANSION PROJECT (Grant Code: 787)  
 PY 2007/08 - November 2007  
 Report Range 07/2007 to 11/2007

	Quebecor													Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	15	15	15	7	7								15		
Participants Carried In	15	15	15	7	7								15		
New Participants Entering Grant															
<b>Total Participants Exiting WI</b>			8										8		
Entered Unsubsidized Employment			6										6		
Training Related			2										2		
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			2										2		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits			8										8		

Program Activities/Services Summary	Enrolled													Cumulative*	PY 07/08	Attained
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08				
Core Services (Registered)	15	15	15	7	7								15			
Intensive Services	2	2	2										2			
Training Services	2	2	2										2			
Youth Services																
Concurrent Program Participants	2	2	2										2			
Individual Training Accounts																
Goals Set (Younger Youth Only)																

WIA PARTICIPANT SUMMARY - 15% MERCED EXPANSION PROJECT (GRANT CODE: 787)  
 New Participants Entering Grant

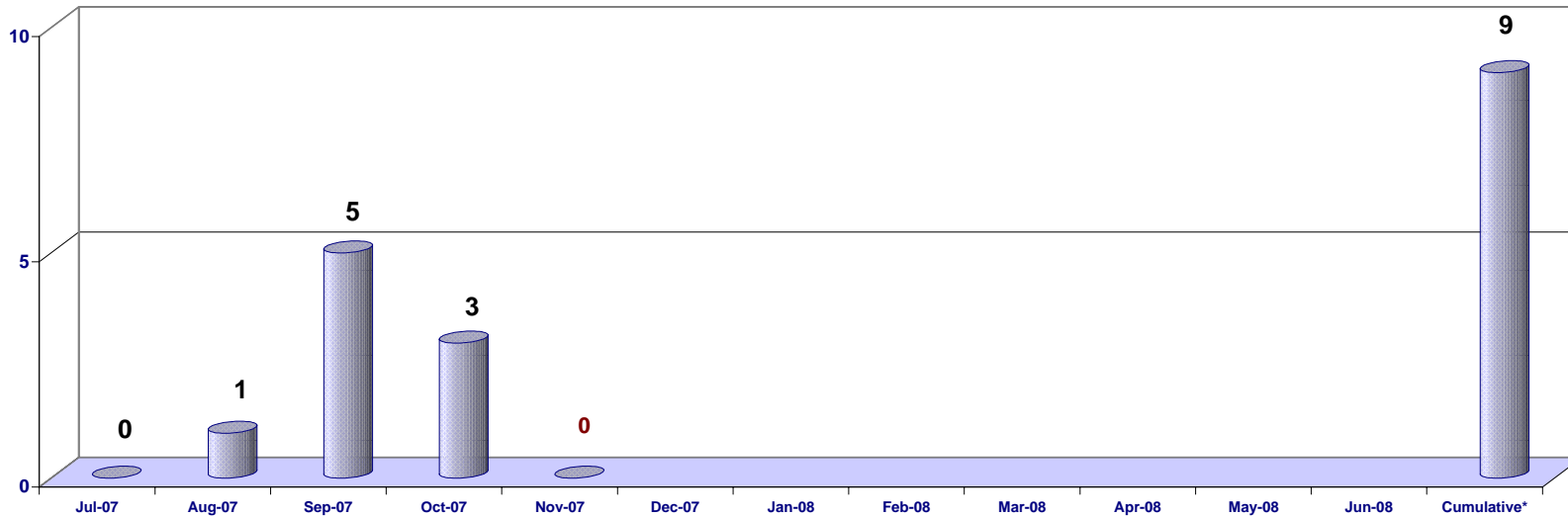


**WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH**  
**PY 2007/08 - November 2007**  
**Report Range 07/2007 to 11/2007**

	OLDER YOUTH												Cumulative*	Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08		PY 07/08	Attained
<b>Total Participants</b>	93	94	99	98	98								102	132	77.3%
Participants Carried In	93	93	94	95	98								93	102	91.2%
New Participants Entering Grant		1	5	3									9	30	30.0%
<b>Total Participants Exiting WI</b>			4										4	35	11.4%
Entered Unsubsidized Employment			3										3	25	12.0%
Training Related			1										1	9	11.1%
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education			1										1	9	11.1%
Entered Advanced Training			1										1	1	
Attained Recognized Certificate/Diploma/Degree			2										2		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits			2										2	35	5.7%

Program Activities/Services Summary	Enrolled												Cumulative*	Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08				
Core Services (Registered)																
Intensive Services	82	83	88	87	87								91			
Training Services	60	61	62	59	59								63			
Youth Services	91	92	97	96	96								100			
Concurrent Program Participants	28	29	30	30	30								31			
Individual Training Accounts																
Goals Set (Younger Youth Only)																

**WIA PARTICIPANT SUMMARY - OLDER YOUTH**  
**New Participants Entering Grant**

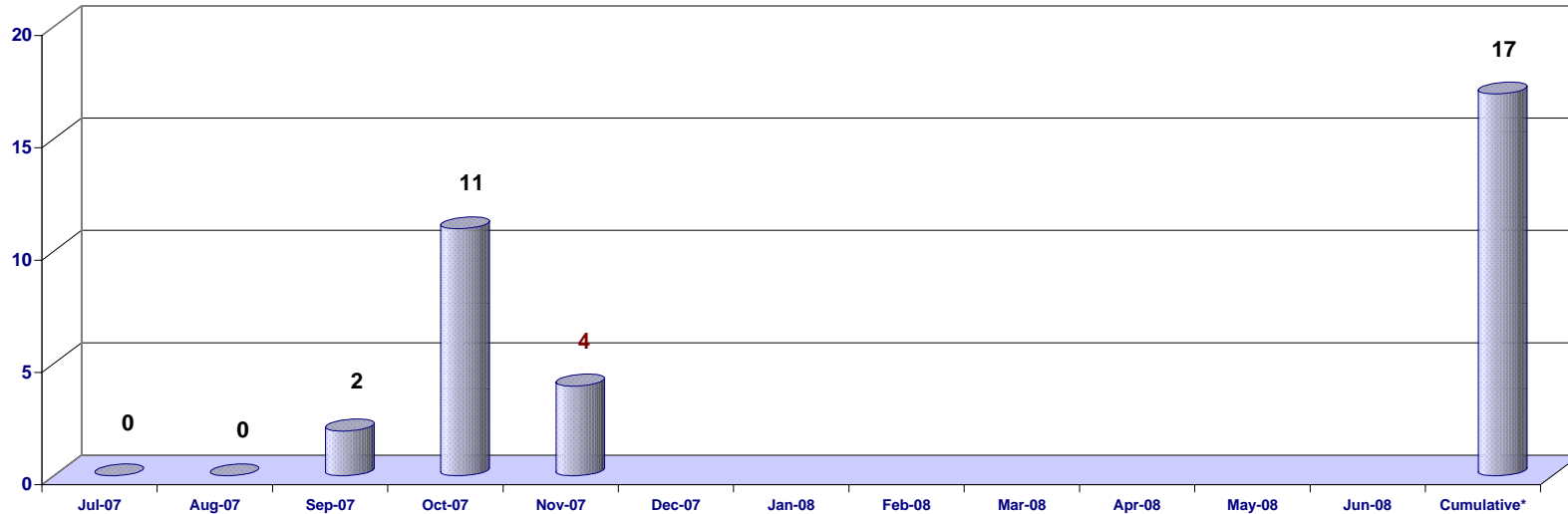


**WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH**  
**PY 2007/08 - November 2007**  
**Report Range 07/2007 to 11/2007**

	Younger Youth													Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	196	196	198	165	169								213	316	67.4%
Participants Carried In	196	196	196	154	165								196	286	68.5%
New Participants Entering Grant			2	11	4								17	30	56.7%
<b>Total Participants Exiting WI</b>			44										44	100	44.0%
Entered Unsubsidized Employment			13										13	15	86.7%
Training Related			5										5	10	50.0%
Entered Military Service														5	
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education			26										26	62	41.9%
Entered Advanced Training			1										1	2	50.0%
Attained Recognized Certificate/Diploma/Degree			36										36		
Attained High School Diploma/GED			30										30	75	40.0%
Returned to Secondary School (Youth Only)														4	
Exits Excluded from Performance			1										1		
Other Exits			43										43	85	50.6%

Program Activities/Services Summary	Enrolled													Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*			
Core Services (Registered)																
Intensive Services	46	46	47	44	45								52			
Training Services	31	31	31	28	28								31			
Youth Services	196	196	198	164	168								212			
Concurrent Program Participants	102	102	102	80	82								110			
Individual Training Accounts																
Goals Set (Younger Youth Only)	12	11	12	21	6								65	250	26.0%	

**WIA PARTICIPANT SUMMARY - YOUNGER YOUTH**  
**New Participants Entering Grant**

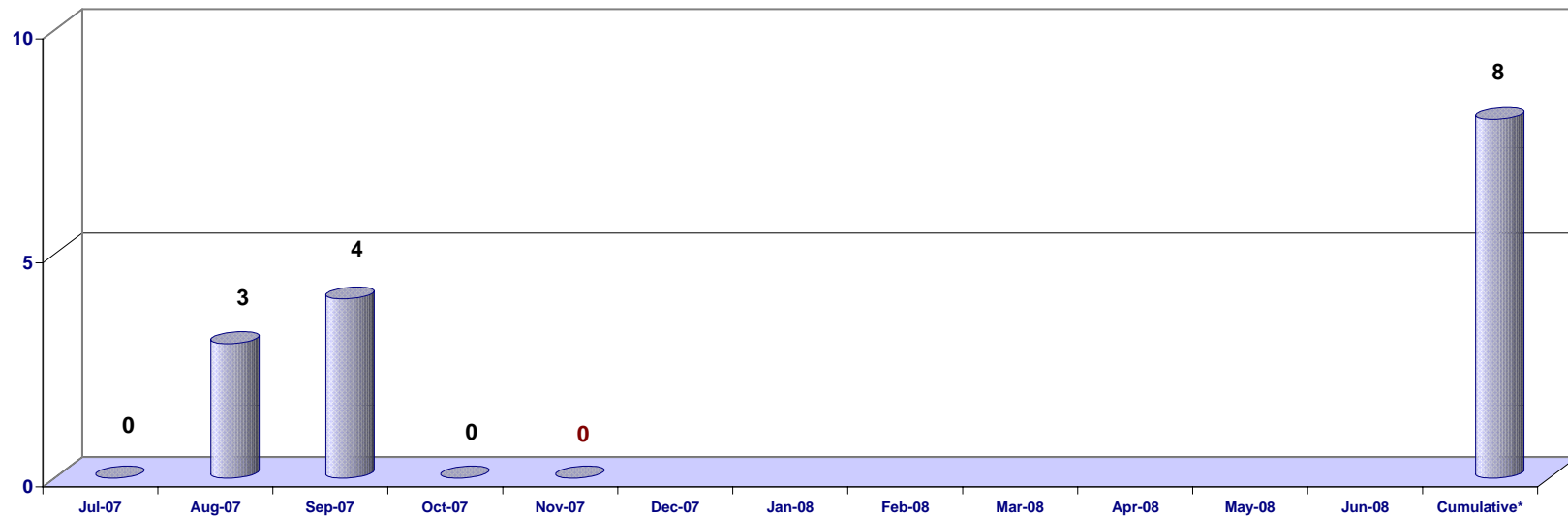


**WIA PARTICIPANT SUMMARY REPORT - 907 DOL San Joaquin LVN Program**  
**PY 2007/08 - November 2007**  
**Report Range 07/2007 to 11/2007**

	DOL San Joaquin LVN Program												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
<b>Total Participants</b>	30	33	37	37	37								38
Participants Carried In	30	30	33	37	37								30
New Participants Entering Grant		3	4										8
<b>Total Participants Exiting WI</b>			1										1
Entered Unsubsidized Employment													
Training Related													
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree													
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits			1										1

Program Activities/Services Summary	Enrolled												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
Core Services (Registered)	22	24	28	27	27								28
Intensive Services	27	29	29	29	29								30
Training Services													
Youth Services													
Concurrent Program Participants	4	5	6	6	6								6
Individual Training Accounts													
Goals Set (Younger Youth Only)													

**WIA PARTICIPANT SUMMARY - DOL SAN JOAQUIN LVN PROGRAM**  
**New Participants Entering Grant**

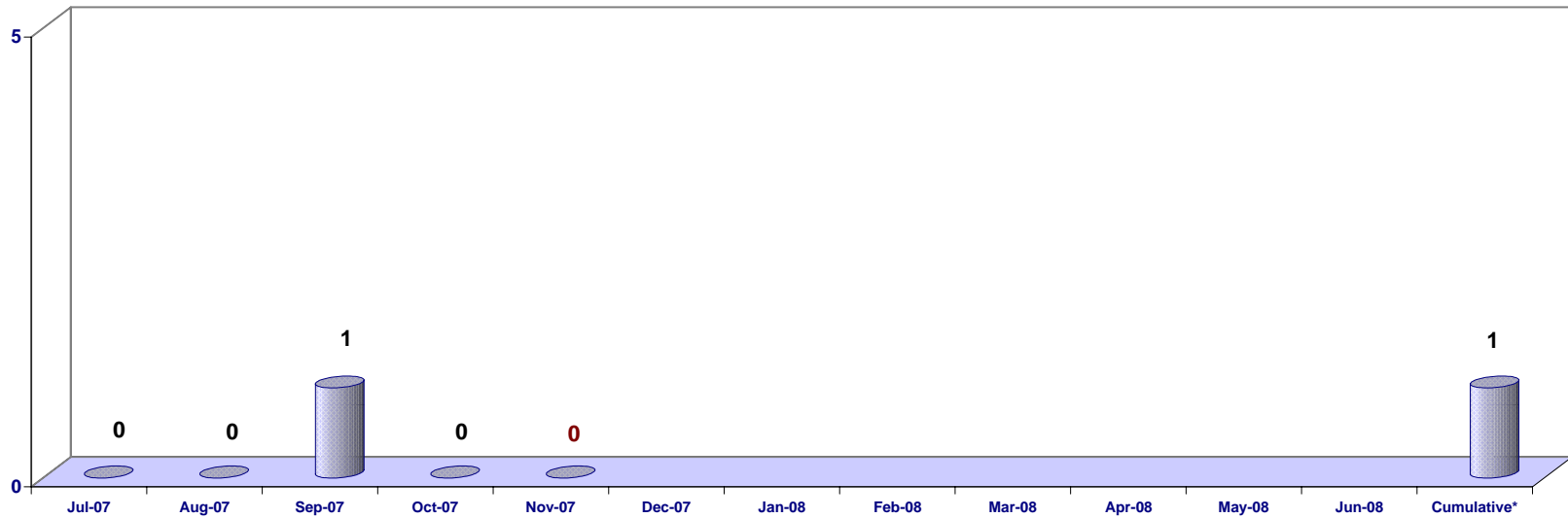


WIA PARTICIPANT SUMMARY REPORT - SJC MANUFACTURING PROJECT (914)  
 PY 2007/08 - November 2007  
 Report Range 07/2007 to 11/2007

	DOL San Joaquin LVN Program												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
<b>Total Participants</b>	1	1	2	2	2								2
Participants Carried In	1	1	1	2	2								1
New Participants Entering Grant			1										1
<b>Total Participants Exiting WI</b>													
Entered Unsubsidized Employment													
Training Related													
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree													
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits													

Program Activities/Services Summary	Enrolled												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
Core Services (Registered)	1	1	2	2	2								2
Intensive Services	1	1	2	2	2								2
Training Services													
Youth Services													
Concurrent Program Participants													
Individual Training Accounts													
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - SJC MANUFACTURING PROJECT  
 New Participants Entering Grant



WIA PARTICIPANT CHARACTERISTICS SUMMARY

Report Period: 7/2007 to 11/2007

ENROLLED

	ADULT		DISLOCATED WORKER		528 25% MERCED EXPANSION PROJECT		537 WIA-CVOC JOINT PROJECT		648 WIA-HIGH CON. YTH		693 RN PROGRAM	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	156	100.0%	116	100.0%	13	100.0%	35	100.0%	38	100.0%	27	100.0%
<b>Female</b>	109	69.9%	73	62.9%	5	38.5%	26	74.3%	16	42.1%	20	74.1%
<b>Male</b>	47	30.1%	43	37.1%	8	61.5%	9	25.7%	22	57.9%	7	25.9%
<b>Age</b>												
14-18	1	0.6%							24	63.2%		
19-21	9	5.8%	5	4.3%	2	15.4%	1	2.9%	14	36.8%	2	7.4%
22-29	69	44.2%	12	10.3%	3	23.1%					17	63.0%
30-44	48	30.8%	37	31.9%	6	46.2%	9	25.7%			6	22.2%
45-54	19	12.2%	40	34.5%	2	15.4%	13	37.1%			2	7.4%
55-61	10	6.4%	19	16.4%			10	28.6%				
62-64			2	1.7%			1	2.9%				
65 and over			1	0.9%			1	2.9%				
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native	1	0.6%	4	3.4%	2	15.4%						
Asian	35	22.4%	5	4.3%	1	7.7%	2	5.7%	1	2.6%	1	3.7%
Black / African American	13	8.3%	9	7.8%	1	7.7%	2	5.7%	6	15.8%		
Hawaiian Native / Other Pacific Islander	9	5.8%	1	0.9%							1	3.7%
White	50	32.1%	38	32.8%	4	30.8%	7	20.0%	7	18.4%	15	55.6%
Ethnicity Hispanic or Latino	59	37.8%	65	56.0%	7	53.8%	25	71.4%	27	71.1%	11	40.7%
<b>Labor Force Status</b>												
Employed	71	45.5%							3	7.9%	19	70.4%
Unemployed	85	54.5%	116	100.0%	13	100.0%	35	100.0%	35	92.1%	8	29.6%
UI Claimant	11	7.1%	89	76.7%	7	53.8%	31	88.6%				
UI Exhaustee	4	2.6%	23	19.8%	6	46.2%	3	8.6%				
<b>Barriers to Employment</b>												
Disabled	4	2.6%							17	44.7%	1	3.7%
Limited English Proficiency	3	1.9%	2	1.7%			2	5.7%				
Single Parent	43	27.6%	18	15.5%	2	15.4%	4	11.4%	1	2.6%	5	18.5%
Work Profiling Reemployment Services Referral			13	11.2%			5	14.3%				
Low Income	88	56.4%	50	43.1%	8	61.5%	10	28.6%	38	100.0%	12	44.4%
Displaced Homemaker												
Offender	6	3.8%	2	1.7%	2	15.4%			3	7.9%	1	3.7%
Homeless	1	0.6%							2	5.3%		
Runaway Youth									3	7.9%		
Pregnant Parenting Youth									3	7.9%		
Youth Needing Additional Assistance									38	100.0%		
Basic Literacy Skills Deficient	54	34.6%	64	55.2%	1	7.7%	26	74.3%	35	92.1%	4	14.8%
Substance Abuse									3	7.9%		
Foster Youth	1	0.6%							3	7.9%		

WIA PARTICIPANT CHARACTERISTICS SUMMARY

Report Period: 7/2007 to 11/2007

ENROLLED

	787 15% MERCED EXPANSION PROJECT		907 DOL SAN JOAQUIN LVN PROGRAM		301 OLDER YOUTH		301 YOUNGER YOUTH		914 SJC MANUF. PROJECT		TOTAL (ALL GRANT CODES)	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	15	100.0%	38	100.0%	102	100.0%	213	100.0%	2	100.0%	755	100.0%
<b>Female</b>	4	26.7%	34	89.5%	75	73.5%	107	50.2%			469	62.1%
<b>Male</b>	11	73.3%	4	10.5%	27	26.5%	106	49.8%	2	100.0%	286	37.9%
<b>Age</b>												
14-18							213	100.0%			238	31.5%
19-21					102	100.0%					135	17.9%
22-29	8	53.3%	19	50.0%							128	17.0%
30-44	3	20.0%	16	42.1%					2	100.0%	127	16.8%
45-54	3	20.0%	2	5.3%							81	10.7%
55-61	1	6.7%	1	2.6%							41	5.4%
62-64											3	0.4%
65 and over											2	0.3%
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native					1	1.0%	3	1.4%			11	1.5%
Asian	3	20.0%	16	42.1%	6	5.9%	30	14.1%			100	13.2%
Black / African American	2	13.3%	2	5.3%	9	8.8%	19	8.9%			63	8.3%
Hawaiian Native / Other Pacific Islander	1	6.7%	4	10.5%	1	1.0%	1	0.5%			18	2.4%
White	2	13.3%	11	28.9%	12	11.8%	30	14.1%	1	50.0%	177	23.4%
Ethnicity Hispanic or Latino	8	53.3%	8	21.1%	74	72.5%	145	68.1%	1	50.0%	430	57.0%
<b>Labor Force Status</b>												
Employed	10	66.7%	27	71.1%	16	15.7%	5	2.3%			151	20.0%
Unemployed	5	33.3%	11	28.9%	86	84.3%	208	97.7%	2	100.0%	604	80.0%
UI Claimant	1	6.7%			1	1.0%			2	100.0%	142	18.8%
UI Exhaustee											36	4.8%
<b>Barriers to Employment</b>												
Disabled	1	6.7%	1	2.6%	5	4.9%	29	13.6%			58	7.7%
Limited English Proficiency			1	2.6%	7	6.9%	6	2.8%			21	2.8%
Single Parent	5	33.3%	10	26.3%	17	16.7%	11	5.2%			116	15.4%
Work Profiling Reemployment Services Referral											18	2.4%
Low Income	11	73.3%	17	44.7%	100	98.0%	208	97.7%			542	71.8%
Displaced Homemaker												
Offender	2	13.3%			9	8.8%	16	7.5%	1	50.0%	42	5.6%
Homeless					3	2.9%	2	0.9%			8	1.1%
Runaway Youth					2	2.0%	6	2.8%			11	1.5%
Pregnant Parenting Youth					34	33.3%	18	8.5%			55	7.3%
Youth Needing Additional Assistance					102	100.0%	211	99.1%			351	46.5%
Basic Literacy Skills Deficient			9	23.7%	90	88.2%	192	90.1%	1	50.0%	476	63.0%
Substance Abuse					4	3.9%	12	5.6%			19	2.5%
Foster Youth					2	2.0%	4	1.9%			10	1.3%