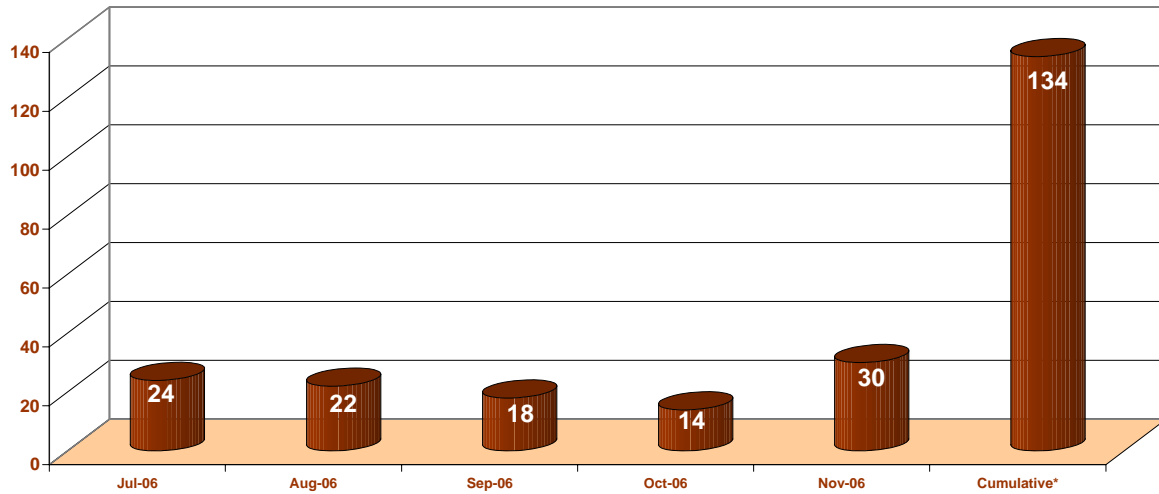


WIA PARTICIPANT SUMMARY REPORT - ADULT (Grant Code: 201)
PY 2006/07 - November 2006
Report Range 07/2006 to 11/2006

	ADULT						Part. Plan	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*	PY 06/07	Attained
Total Participants	217	269	293	262	298	355	393	90.3%
Participants Carried In	193	247	275	248	268	221	235	94.0%
New Participants Entering Grant	24	22	18	14	30	134	158	84.8%
Total Participants Exiting WI			57			57	97	58.8%
Entered Unsubsidized Employment			39			39	72	54.2%
Training Related			14			14	37	37.8%
Entered Military Service								
Entered Qualified Apprenticeship Program								
Entered Post-Secondary Education								
Entered Advanced Training								
Attained Recognized Certificate/Diploma/Degree			20			20		
Attained High School Diploma/GED								
Returned to Secondary School (Youth Only)								
Exits Excluded from Performance								
Other Exits			56			56	82	68.3%

Program Activities/Services Summary	Enrolled						PY 06/07	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*		
Core Services (Registered)	217	269	293	262	298	355	341	104.1%
Intensive Services	166	190	199	181	184	216	292	74.0%
Training Services	105	123	138	133	132	155	155	100.0%
Youth Services								
Concurrent Program Participants	32	38	41	35	37	44		
Individual Training Accounts	8	9	10	7	7	10		
Goals Set (Younger Youth Only)								

WIA PARTICIPANT SUMMARY - ADULT
New Participants Entering Grant
PY 2005/06 - October 2006



Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

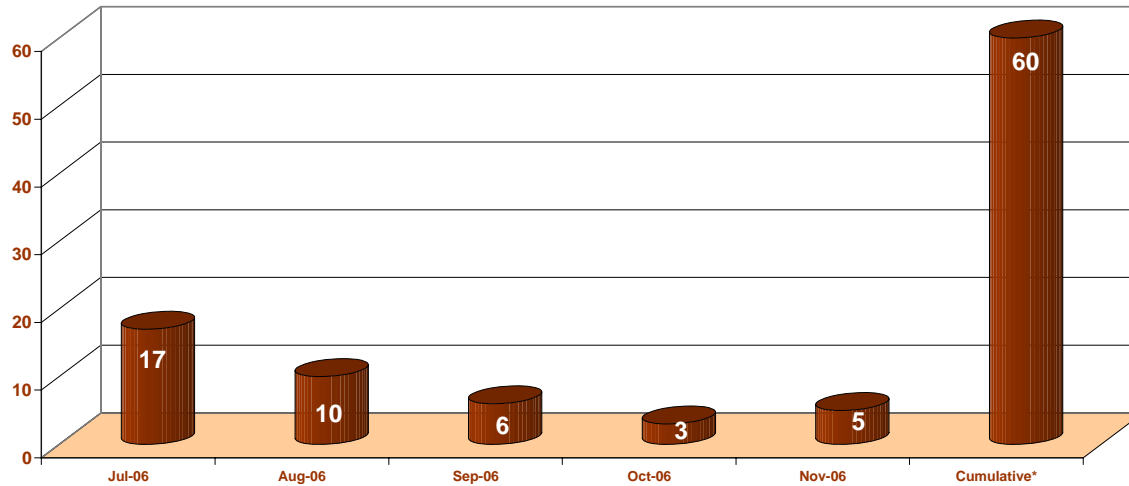
*Cumulative total reflect totals from first of fiscal year to current report range and will not total monthly totals.

WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER (Grant Code: 501)
PY 2006/07 - November 2006
Report Range 07/2006 to 11/2006

	DISLOCATED WORKER						Part. Plan	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*	PY 06/07	Attained
Total Participants	116	133	147	125	135	165	206	80.1%
Participants Carried In	99	123	141	122	130	105	177	59.3%
New Participants Entering Grant	17	10	6	3	5	60	129	46.5%
Total Participants Exiting WI			30			30	71	42.3%
Entered Unsubsidized Employment			23			23	65	35.4%
Training Related			10			10	24	41.7%
Entered Military Service								
Entered Qualified Apprenticeship Program								
Entered Post-Secondary Education								
Entered Advanced Training								
Attained Recognized Certificate/Diploma/Degree			13			13		
Attained High School Diploma/GED								
Returned to Secondary School (Youth Only)								
Exits Excluded from Performance			2			2		
Other Exits			24			24	77	31.2%

Program Activities/Services Summary	Enrolled						Part. Plan	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*		
Core Services (Registered)	113	131	144	122	133	163	231	70.6%
Intensive Services	89	100	108	91	96	120	218	55.0%
Training Services	40	52	59	59	58	66	74	89.2%
Youth Services								
Concurrent Program Participants	285	28	30	24	29	36		
Individual Training Accounts	3	3	6	7	7	7		
Goals Set (Younger Youth Only)								

WIA PARTICIPANT SUMMARY - DISLOCATED WORKER
New Participants Entering Grant
PY 2006/2007 - October 2006



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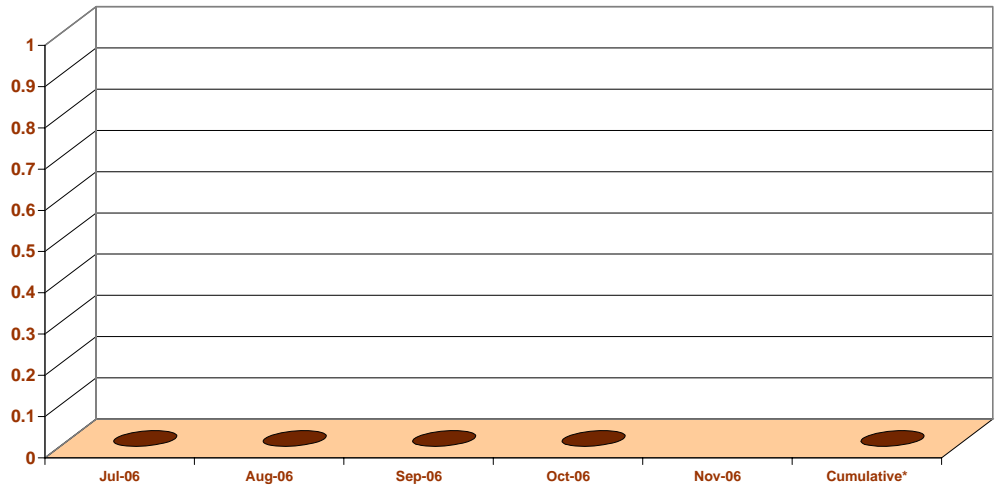
*Cumulative total reflect totals from first of fiscal year to current report range and will not total monthly totals.

WIA PARTICIPANT SUMMARY REPORT - DW AUGMENTATION (Grant Code: 511)
PY 2006/07 - November 2006
Report Range 07/2006 to 11/2006

	DISLOCATED WORKER					
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*
Total Participants	25	25	25	19	19	25
Participants Carried In	25	25	25	19	19	25
New Participants Entering Grant						
Total Participants Exiting WI			6			6
Entered Unsubsidized Employment			4			4
Training Related			2			2
Entered Military Service						
Entered Qualified Apprenticeship Program						
Entered Post-Secondary Education						
Entered Advanced Training						
Attained Recognized Certificate/Diploma/Degree			1			1
Attained High School Diploma/GED						
Returned to Secondary School (Youth Only)						
Exits Excluded from Performance			1			1
Other Exits			3			3

Program Activities/Services Summary	Enrolled					
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*
Core Services (Registered)	21	31	21	17	17	21
Intensive Services	20	20	20	16	16	20
Training Services	11	11	11	10	10	11
Youth Services						
Concurrent Program Participants	13	13	13	9	9	13
Individual Training Accounts						
Goals Set (Younger Youth Only)						

WIA PARTICIPANT SUMMARY - DISLOCATED WORKER AUGMENTATION
New Participants Entering Grant
PY 2006/2007 - October 2006



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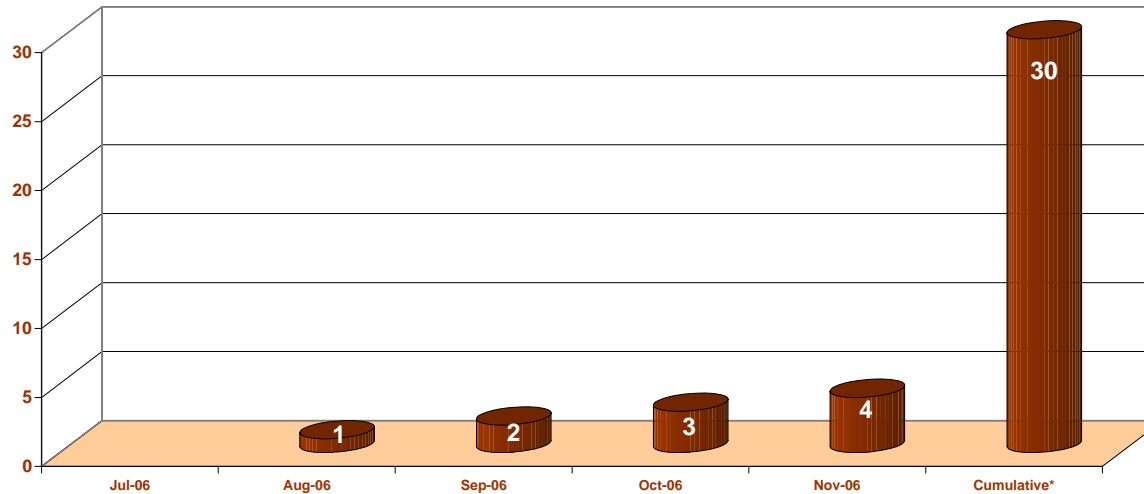
*Cumulative total reflect totals from first of fiscal year to current report range and will not total monthly totals.

WIA PARTICIPANT SUMMARY REPORT - 25% MERCED EXPANSION PROJECT (Grant Code: 528)
 PY 2006/07 - November 2006
 Report Range 07/2006 to 11/2006

	QUEBECOR						Part. Plan	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*	PY 06/07	Attained
Total Participants	24	25	31	35	40	40	50	80.0%
Participants Carried In	24	25	29	32	36	10		
New Participants Entering Grant		1	2	3	4	30	50	60.0%
Total Participants Exiting WI							50	0.0%
Entered Unsubsidized Employment							42	0.0%
Training Related							42	0.0%
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							8	0.0%

Program Activities/Services Summary	Enrolled						PY 06/07	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*		
Core Services (Registered)	20	21	29	35	40	40	50	80.0%
Intensive Services	19	20	4	7	8	8	50	16.0%
Training Services	10	11	9	12	12	12	45	26.7%
Youth Services	0	0						
Concurrent Program Participants	13	13	8	8	11	11		
Individual Training Accounts	0	0						
Goals Set (Younger Youth Only)	0	0						

WIA PARTICIPANT SUMMARY
 25 % DISLOCATED WORKER AUGMENTATION: QUEBECOR
 New Participants Entering Grant
 PY 2006/2007 - October 2006



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WIA PARTICIPANT SUMMARY REPORT - DWI/CVOC JOINT PROJECT (Grant Code: 537)

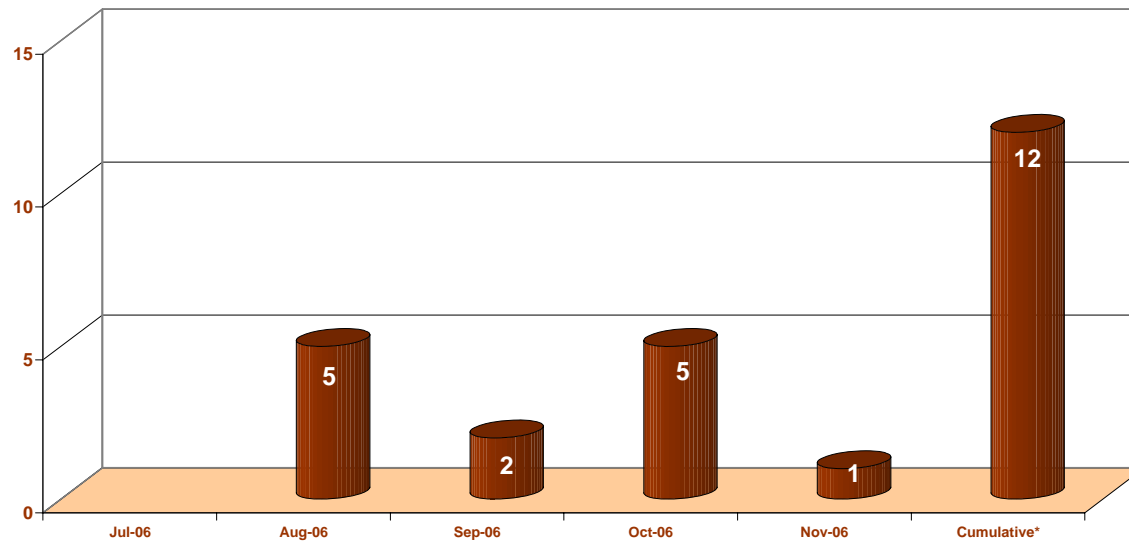
PY 2006/07 - November 2006

Report Range 07/2006 to 11/2006

	DWI/CVOC JOINT PROJECT						Part. Plan	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*	PY 06/07	Attained
Total Participants	1	6	8	13	14	15	35	42.9%
Participants Carried In	1	1	6	8	13	3		
New Participants Entering Grant		5	2	5	1	12	35	34.3%
Total Participants Exiting WI			1			1	35	2.9%
Entered Unsubsidized Employment			1			1	29	3.4%
Training Related							20	0.0%
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						PY 06/07	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*		
Core Services (Registered)	1	5	6	6	12	12	35	34.3%
Intensive Services	1	5	6	7	13	13	35	37.1%
Training Services		1	2	6	6	6	20	30.0%
Youth Services								
Concurrent Program Participants		1	2	2	4	4		
Individual Training Accounts				1	1	1		
Goals Set (Younger Youth Only)								

WIA PARTICIPANT SUMMARY - DWI/CVOC JOINT PROJECT
New Participants Entering Grant
PY 2006/2007 - October 2006



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WIA PARTICIPANT SUMMARY REPORT - NURSING PROGRAM (Grant Code: 693)

PY 2006/07 - November 2006

Report Range 07/2006 to 11/2006

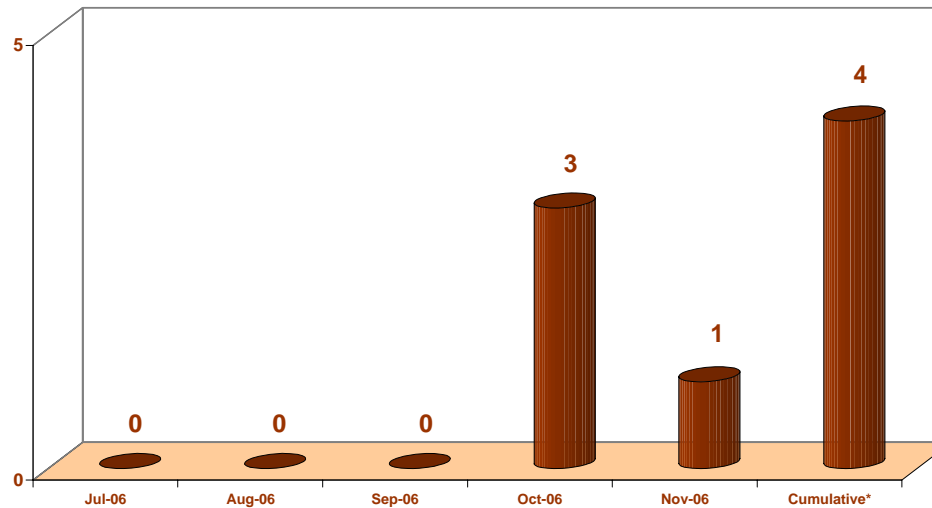
	Nursing Program					
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*
Total Participants	40	40	40	39	40	44
Participants Carried In	40	40	40	36	39	40
New Participants Entering Grant				3	1	4
Total Participants Exiting WI			4			4
Entered Unsubsidized Employment			3			3
Training Related			3			3
Entered Military Service						
Entered Qualified Apprenticeship Program						
Entered Post-Secondary Education						
Entered Advanced Training						
Attained Recognized Certificate/Diploma/Degree			3			3
Attained High School Diploma/GED						
Returned to Secondary School (Youth Only)						
Exits Excluded from Performance						
Other Exits			4			4

Program Activities/Services Summary	Enrolled					
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*
Core Services (Registered)	28	28	29	25	29	29
Intensive Services	35	36	36	32	36	36
Training Services	26	26	26	23	23	23
Youth Services						
Concurrent Program Participants	6	6	6	6	6	6
Individual Training Accounts	1	1	1	1	1	1
Goals Set (Younger Youth Only)						

WIA PARTICIPANT SUMMARY - NURSING PROGRAM

New Participants Entering Grant

PY 2006/2007 - October 2006



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WIA PARTICIPANT SUMMARY REPORT - 15% MERCED EXPANSION PROJECT (Grant Code: 787)

PY 2006/07 - November 2006

Report Range 07/2006 to 11/2006

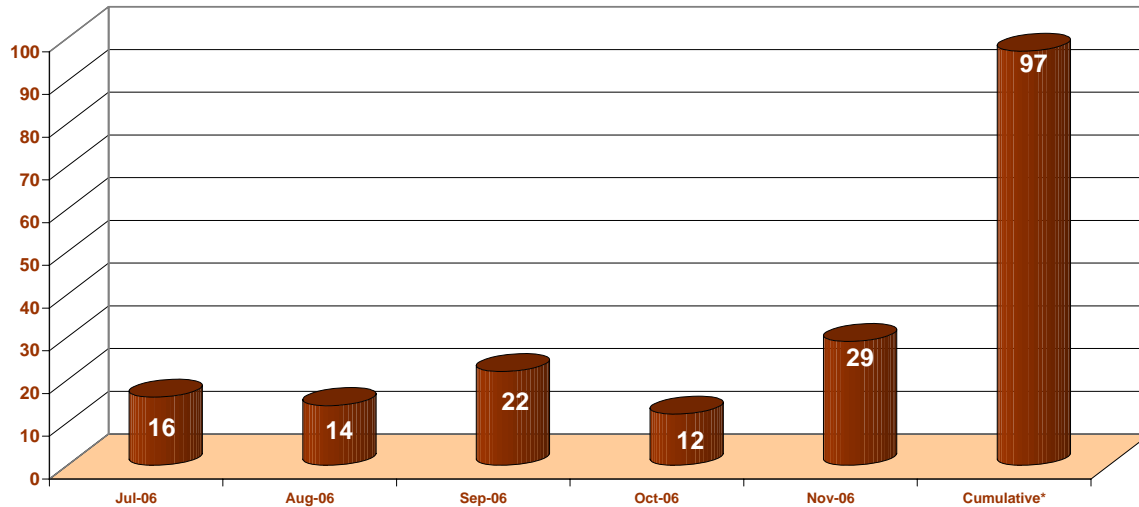
	Nursing Program						Part. Plan	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*	PY 06/07	Attained
Total Participants	51	65	87	96	129	132	70	188.6%
Participants Carried In	35	51	65	84	100	35		
New Participants Entering Grant	16	14	22	12	29	97	70	138.6%
Total Participants Exiting WI			3			3	70	4.3%
Entered Unsubsidized Employment			3			3	59	5.1%
Training Related			1			1	59	1.7%
Entered Military Service								
Entered Qualified Apprenticeship Program								
Entered Post-Secondary Education								
Entered Advanced Training								
Attained Recognized Certificate/Diploma/Degree			1			1		
Attained High School Diploma/GED								
Returned to Secondary School (Youth Only)								
Exits Excluded from Performance								
Other Exits			3			3	11	27.3%

Program Activities/Services Summary	Enrolled						Part. Plan	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*		
Core Services (Registered)	51	65	86	95	128	131	70	187.1%
Intensive Services	3	10	16	26	27	27	70	38.6%
Training Services	6	8	17	29	29	30	55	54.5%
Youth Services								
Concurrent Program Participants	7	8	10	9	11	12		
Individual Training Accounts								
Goals Set (Younger Youth Only)								

WIA PARTICIPANT SUMMARY - NURSING PROGRAM

New Participants Entering Grant

PY 2006/2007 - October 2006



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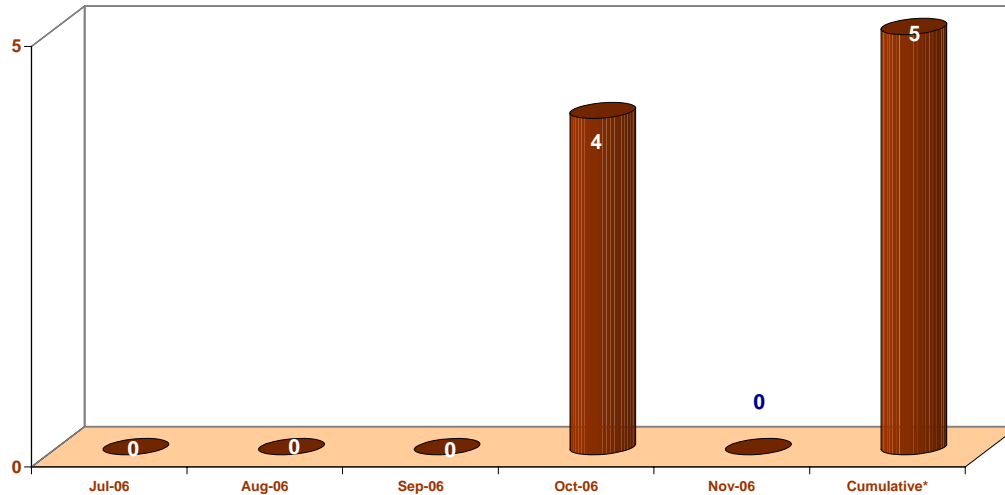
*Cumulative total reflect totals from first of fiscal year to current report range and will not total monthly totals.

WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH
PY 2006/07 - November 2006
Report Range 07/2006 to 11/2006

	OLDER YOUTH						Part. Plan	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*	PY 05/06	Attained
Total Participants	134	130	130	119	120	135	165	81.8%
Participants Carried In	134	130	130	115	120	130	135	96.3%
New Participants Entering Grant				4		5	30	16.7%
Total Participants Exiting WI			3			15	30	50.0%
Entered Unsubsidized Employment						9	35	25.7%
Training Related						1	10	10.0%
Entered Military Service								
Entered Qualified Apprenticeship Program								
Entered Post-Secondary Education			2			2	42	4.8%
Entered Advanced Training			1			1	5	
Attained Recognized Certificate/Diploma/Degree			2			12	10	120.0%
Attained High School Diploma/GED						2		
Returned to Secondary School (Youth Only)								
Exits Excluded from Performance						1		
Other Exits			2			13	42	31.0%

Program Activities/Services Summary	Enrolled							
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*		
Core Services (Registered)								
Intensive Services	114	114	114	105	105	118		
Training Services	89	88	88	75	75	88		
Youth Services	132	128	128	117	118	133		
Concurrent Program Participants	51	50	50	41	41	50		
Individual Training Accounts								
Goals Set (Younger Youth Only)								

WIA PARTICIPANT SUMMARY - OLDER YOUTH
New Participants Entering Grant
PY 2006/2007 - October 2006



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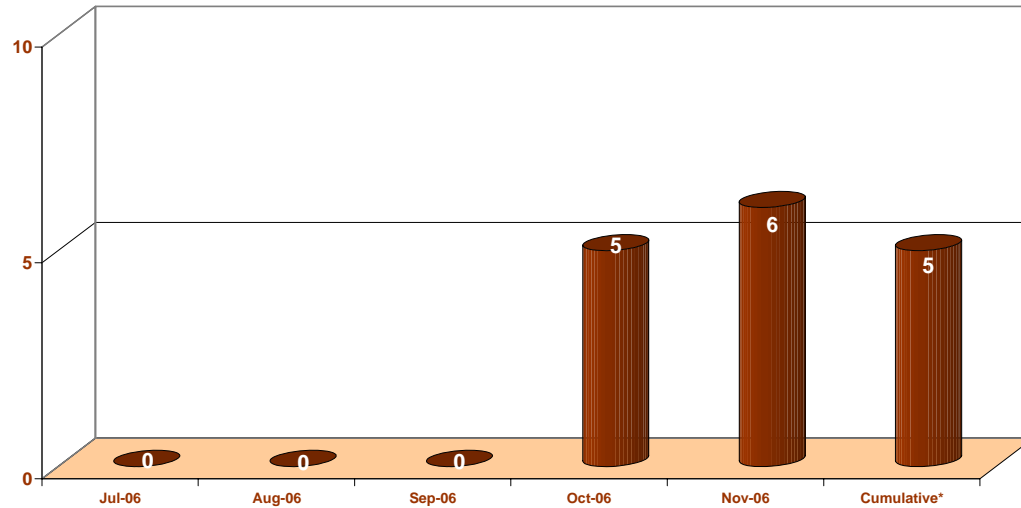
*Cumulative total reflect totals from first of fiscal year to current report range and will not total monthly totals.

WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH
PY 2006/07 - November 2006
Report Range 07/2006 to 11/2006

	Younger Youth						Part. Plan	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative*	PY 05/06	Attained
Total Participants	455	452	452	318	317	458	510	89.8%
Participants Carried In	455	452	452	313	311	453	440	103.0%
New Participants Entering Grant	0	0	0	5	6	5	70	7.1%
Total Participants Exiting WI		1	79			140	220	63.6%
Entered Unsubsidized Employment			23			40	20	200.0%
Training Related			19			26	5	520.0%
Entered Military Service			2			4	3	133.3%
Entered Qualified Apprenticeship Program						0		
Entered Post-Secondary Education			43			74	110	67.3%
Entered Advanced Training						3	2	150.0%
Attained Recognized Certificate/Diploma/Degree			76			127		
Attained High School Diploma/GED			73			123	200	61.5%
Returned to Secondary School (Youth Only)			1			3	10	30.0%
Exits Excluded from Performance		1				1		
Other Exits			68			120	19	631.6%

Program Activities/Services Summary	Enrolled							
Core Services (Registered)								
Intensive Services	84	85	85	79	76	88		
Training Services	62	62	62	53	53	62		
Youth Services	455	452	452	318	317	458		
Concurrent Program Participants	283	281	281	183	183	285		
Individual Training Accounts								
Goals Set (Younger Youth Only)	4	16	4	21	46	53	389	13.6%

WIA PARTICIPANT SUMMARY - YOUNGER YOUTH
New Participants Entering Grant
PY 2006/2007 - September 2006



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WIA PARTICIPANT CHARACTERISTICS SUMMARY
Report Period: 7/2006 to 10/2006

	ENROLLED																				Total (All Grant Codes)	
	ADULT		DISLOCATED WORKER		511 DW AUGMEN		528 25% MERCED EXPANSION PROJECT		537 WIA-CVOC Joint Project		693 NURSING PROGRAM		787 15% MERCED EXPANSION PROJECT		301 OLDER YOUTH		301 YOUNGER YOUTH					
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%				
Total	355	100.0%	165	100.0%	25	100.0%	40	100.0%	15	100.0%	44	100.0%	132	100.0%	135	100.0%	466	100.0%	1377	100.0%		
Female	203	57.2%	79	47.9%	14	56.0%	9	22.5%	7	46.7%	34	77.3%	45	34.1%	97	71.9%	241	51.7%	729	52.9%		
Male	152	42.8%	86	52.1%	11	44.0%	31	77.5%	8	53.3%	10	22.7%	87	65.9%	38	28.1%	225	48.3%	648	47.1%		
Age																						
14-18	9	2.5%									1	2.3%	4	3.0%			480	34.9%				
19-21	53	14.9%	9	5.5%			4	10.0%			4	9.1%	22	16.7%	135	100.0%	466	100.0%	227	16.5%		
22-29	128	36.1%	36	21.8%	1	4.0%	10	25.0%			20	45.5%	48	36.4%					243	17.6%		
30-44	111	31.3%	55	33.3%	13	52.0%	18	45.0%	5	33.3%	16	36.4%	40	30.3%					258	18.7%		
45-54	46	13.0%	44	26.7%	6	24.0%	5	12.5%	5	33.3%	3	6.8%	17	12.9%					126	9.2%		
55-61	7	2.0%	20	12.1%	5	20.0%	3	7.5%	5	33.3%			1	0.8%					41	3.0%		
62-64	1	0.3%																	1	0.1%		
65 and over			1	0.6%															1	0.1%		
Race/Ethnicity																						
American Indian / Alaskan Native	3	0.8%	5	3.0%	1	4.0%	1						2	1.5%	2		7		21	1.5%		
Asian	44	12.4%	16	9.7%	2	8.0%	4	10.0%	1	6.7%	2	4.5%	28	21.2%	21	15.6%	94	20.2%	212	15.4%		
Black / African American	24	6.8%	14	8.5%	4	16.0%	2	5.0%	2	13.3%	1	2.3%	8	6.1%	11	8.1%	37	7.9%	103	7.5%		
Hawaiian Native / Other Pacific Islander	26	7.3%	5	3.0%	1	4.0%	3	7.5%			1	2.3%	17	12.9%	1	0.7%	2	0.4%	56	4.1%		
White	112	31.5%	54	32.7%	7	28.0%	13	32.5%	3	20.0%	26	59.1%	28	21.2%	15	11.1%	77	16.5%	335	24.3%		
Ethnicity																						
Hispanic or Latino	156	43.9%	78	47.3%	10	40.0%	18	45.0%	9	60.0%	15	34.1%	54	40.9%	87	64.4%	278	59.7%	705	51.2%		
Labor Force Status																						
Employed	182	51.3%	4	2.4%							26	59.1%	86	65.2%	26	19.3%	15	3.2%	339	24.6%		
Unemployed	173	48.7%	161	97.6%	25	100.0%	40	100.0%	15	100.0%	18	40.9%	46	34.8%	109	80.7%	451	96.8%	1038	75.4%		
UI Claimant	21	5.9%	119	72.1%	21	84.0%	25	62.5%	12	80.0%	1	2.3%	3	2.3%	2	1.5%	1	0.2%	205	14.9%		
UI Exhaustee	10	2.8%	33	20.0%	4	16.0%	11	27.5%	2	13.3%			4	3.0%	1	0.7%			65	4.7%		
Barriers to Employment																						
Disabled	4	1.1%	4	2.4%			1	2.5%			1	2.3%			7	5.2%	129	27.7%	146	10.6%		
Limited English Proficiency	23	6.5%	5	3.0%			3	7.5%	1	6.7%			17	12.9%	12	8.9%	32	6.9%	93	6.8%		
Single Parent	94	26.5%	29	17.6%	2	8.0%	5	12.5%	3	20.0%	14	31.8%	30	22.7%	23	17.0%	15	3.2%	215	15.6%		
Work Profiling Reemployment Services Referral																						
Low Income	3	0.8%	16	9.7%			3	7.5%	1	6.7%									23	1.7%		
Displaced Homemaker	192	54.1%	64	38.8%	5	20.0%	15	37.5%	5	33.3%	21	47.7%	73	55.3%	133	98.5%	450	96.6%	958	69.6%		
Offender	32	9.0%	8	4.8%	1	4.0%	3	7.5%	1	6.7%	2	4.5%	19	14.4%	8	5.9%	30	6.4%	104	7.6%		
Homeless	2	0.6%											5	3.7%	4	0.9%	11	0.8%				
Runaway Youth													2	1.5%	7	1.5%	9	0.7%				
Pregnant Parenting Youth															40	29.6%	31	6.7%	71	5.2%		
Youth Needing Additional Assistance															134	99.3%	461	98.9%	595	43.2%		
Basic Literacy Skills Deficient	87	24.5%	60	36.4%	9	36.0%	6	15.0%	8	53.3%	9	20.5%	6	4.5%	125	92.6%	432	92.7%	742	53.9%		
Substance Abuse	1	0.3%	1	0.6%											3	2.2%	16	3.4%	21	1.5%		
Foster Youth															1	0.7%	13	2.8%	14	1.0%		

*Cumulative total reflect totals from first of fiscal year to current report range and will not total monthly totals.

	EXITED																			
	ADULT		DISLOCATED WORKER		511 DW AUGMEN		528 25% MERCED EXPANSION PROJECT		537 WIA-CVOC Joint Project		693 NURSING PROGRAM		787 15% MERCED EXPANSION PROJECT		301 OLDER YOUTH		301 YOUNGER YOUTH		Total (All Grant Codes)	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Total	57	100.0%	30	100.0%	6	100.0%			1	100.0%	4	100.0%	3	100.0%	15	100.0%	149	100.0%	265	100.0%
Female	42	73.7%	18	60.0%	4	66.7%					4	100.0%			10	66.7%	72	48.3%	150	56.6%
Male	15	26.3%	12	40.0%	2	33.3%			1	100.0%			3	100.0%	5	33.3%	77	51.7%	115	43.4%
Age																				
14-18	1	1.8%															149	100.0%	150	56.6%
19-21	10	17.5%	1	3.3%							1	25.0%			15	100.0%			28	10.6%
22-29	15	26.3%	9	30.0%									2	66.7%					26	9.8%
30-44	24	42.1%	11	36.7%	4	66.7%					3	75.0%							42	15.8%
45-54	6	10.5%	8	26.7%	1	16.7%			1	100.0%									16	6.0%
55-61	1	1.8%	1	3.3%	1	16.7%													3	1.1%
62-64																				
65 and over																				
Race/Ethnicity																				
American Indian / Alaskan Native			1	3.3%	1	16.7%											3	2.0%	5	1.9%
Asian	2	3.5%	4	13.3%	1	16.7%			1	100.0%					3	20.0%	36	24.2%	47	17.7%
Black / African American	6	10.5%	3	10.0%					2	200.0%					1	6.7%	11	7.4%	23	8.7%
Hawaiian Native / Other Pacific Islander	2	3.5%	1	3.3%									1	33.3%	1	6.7%	1	0.7%	6	2.3%
White	17	29.8%	8	26.7%	1	16.7%			3	300.0%	3	75.0%	1	33.3%	2	13.3%	27	18.1%	62	23.4%
Ethnicity																				
Hispanic or Latino	31	54.4%	16	53.3%	3	50.0%			9	900.0%	1	25.0%	1	33.3%	8	53.3%	80	53.7%	149	56.2%
Labor Force Status																				
Employed	17	29.8%	3	10.0%							2	50.0%	2	66.7%	3	20.0%	5	3.4%	32	12.1%
Unemployed	40	70.2%	27	90.0%	6	100.0%			1	100.0%	2	50.0%	1	33.3%	12	80.0%	144	96.6%	233	87.9%
UI Claimant	7	12.3%	23	76.7%	5	83.3%			1	100.0%									36	13.6%
UI Exhaustee	2	3.5%	4	13.3%	1	16.7%													7	2.6%
Barriers to Employment																				
Disabled	1	1.8%													1	6.7%	59	39.6%	61	23.0%
Limited English Proficiency	1	1.8%	1	3.3%											2	13.3%	16	10.7%	20	7.5%
Single Parent	18	31.6%	12	40.0%							3	75.0%			3	20.0%	3	2.0%	39	14.7%
Work Profiling Reemployment Services Referral	3	5.3%	3	10.0%															6	2.3%
Low Income	25	43.9%	14	46.7%	1	16.7%					2	50.0%	2	66.7%	15	100.0%	143	96.0%	202	76.2%
Displaced Homemaker																				
Offender	1	1.8%	2	6.7%	1	16.7%									1	6.7%	9	6.0%	14	5.3%
Homeless	1	1.8%													2	13.3%	3	2.0%	6	2.3%
Runaway Youth																	1	0.7%	1	0.4%
Pregnant Parenting Youth															3	20.0%	4	2.7%	7	2.6%
Youth Needing Additional Assistance															15	100.0%	147	98.7%	162	61.1%
Basic Literacy Skills Deficient	15	26.3%	12	40.0%	1	16.7%									15	100.0%	141	94.6%	184	69.4%
Substance Abuse			1	3.3%													2	1.3%	3	1.1%
Foster Youth																	5	3.4%	5	1.9%

*Cumulative total reflect totals from first of fiscal year to current report range and will not total monthly totals.



Worknet

Customer Service & Satisfaction Report

For All Locations

November 2006

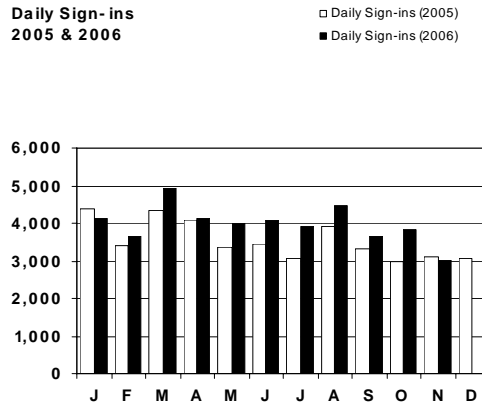
Merced County Department of Workforce Investment

Daily Sign-ins

Daily sign-ins for November totaled 3,040, down 779 from the previous month and down 48 from November 2005. Daily sign-ins for the month of November are below the 6 year average.

November's 6 year average: 3,323

2005 annual average: 3,539

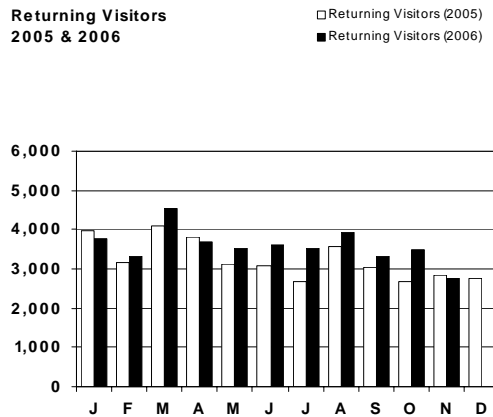


Return Visits

Return visits for November totaled 2,740, down 760 from the previous month and down 83 from November 2005. Return visits for the month of November are below the 6 year average.

November's 6 year average: 3,014

2005 annual average: 3,233

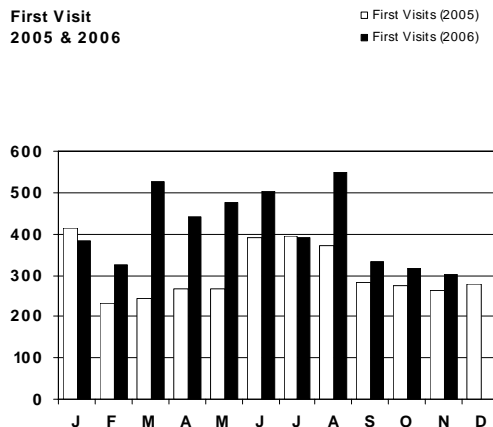


First Visits

First Visits for November totaled 300, down 19 from the previous month and up 35 from November 2005. First visits for the month of November are above the 6 year average.

November's 6 year average: 246

2005 annual average: 307



Contents

<i>How did you hear about us?</i>	2
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Customer Flow for November 2006

All Locations

- On average, Mondays were the busiest days of the week, averaging 185 customers per day. (Weekly Average: 760 customers)

Merced

- Mondays were the busiest day of the week, with an average of 128 customers per day. (Weekly Average: 516 customers).

Los Banos

- Mondays were the busiest day of the week, with an average of 51 customers per day (Weekly Average: 221 customers).

Livingston

- Fridays were the busiest days of the week, with an average of 4 customers per day. (Weekly Average: 23 customers).



Marketing advertisements for November 2006

**Various Local Newspapers
11/1-4, 8-11, 15-18, 23.*

**Radio Stations: KABX, KHPO,
KYOS, KBRE
11/1-30/2006*

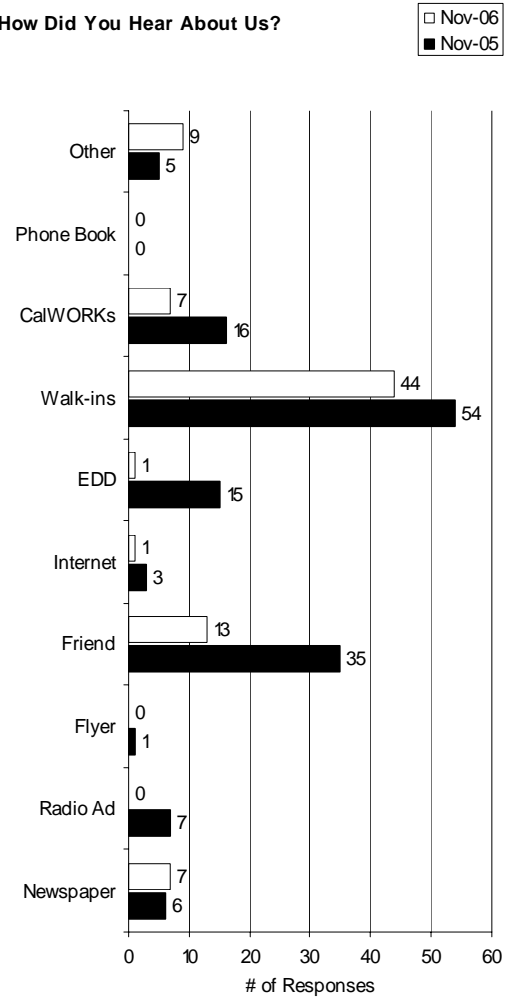
** **The Bus**
Worknet signs inside buses*

How did you hear about us?

Seventy-three customers responded to this question in November.

Forty-four customers responded with 'Walk-in' as the most frequent response. 'Friend' was the next most frequent response.

How Did You Hear About Us?



95.7 percent of our customer would refer our services to others

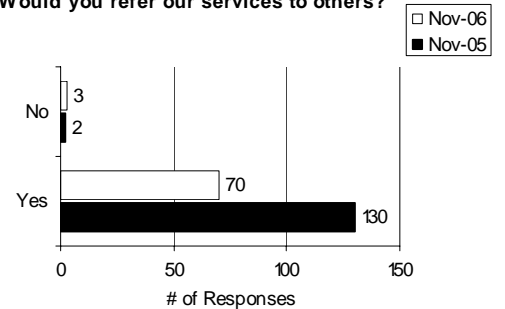
Would you refer our services to others?

Of those responding to this question, 95.7 percent of our customers would refer our services to others.

PY 03/04 annual average: 98.6%

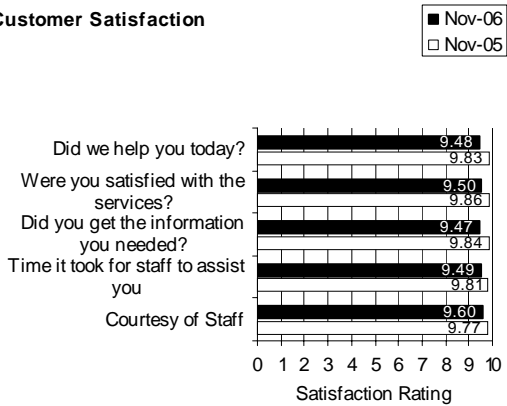
PY 04/05 annual average: 97.3%

Would you refer our services to others?





Customer Satisfaction



Customer Satisfaction Ratings

Customer satisfaction questions received 73 responses from our customers in November. These questions received ratings between 9.47 and 9.6, with "Courtesy of Staff" receiving the highest rating.

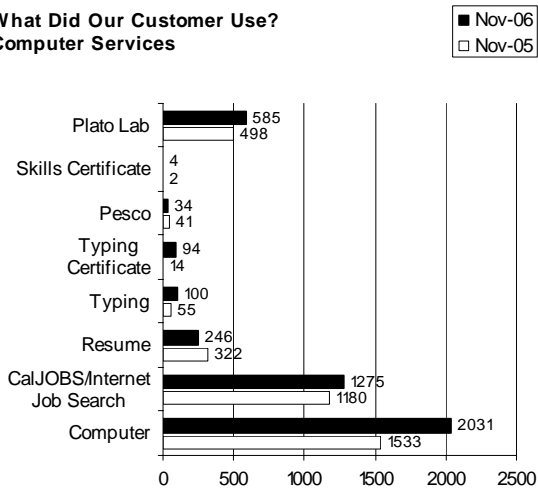
'Courtesy of Staff' received the highest rating with a 9.6 on a scale of 1 to 10.

Four questionnaires had a response of 5 or less.

Return Rate For Customer Satisfaction

Survey
 All Locations: 2.40%
 Merced: .82%
 Los Banos: 3.63%
 Livingston: 25.81%

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

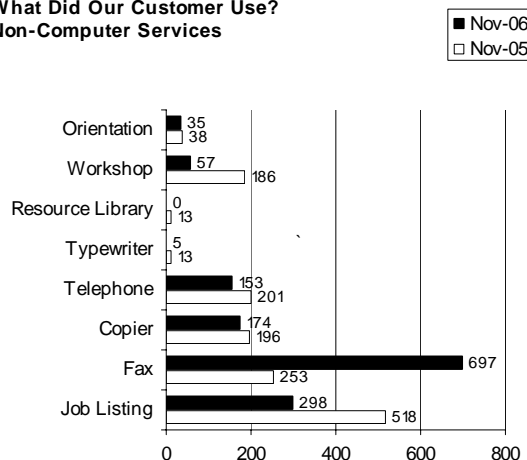


How our customers use our services

Computer related services are always the most used service by our customers, with 2,605 customers responding to this question. CalJobs/Internet Job Search and Plato Lab received the most usage within the computer service sub-topic.

697 customers used our Fax service at WorkNet in the month of November.

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



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



Worknet
Customer Service & Satisfaction Report
For All Locations
November 2006
 Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - All Locations

	Nov-05	Sep-06	Oct-06	Nov-06
Return Visits	2,823	3,332	3,500	2,740
First Visits	265	332	319	300
Total Visits	3,088	3,664	3,819	3,040
How did you hear about us?				
Newspaper	6	10	10	7
Radio Ad	7	2	4	0
Flyer	1	4	5	0
Friend	35	31	16	13
Internet	3	1	3	1
EDD	15	19	9	1
Walk-ins	54	49	55	44
CalWORKs	16	16	10	7
Phone Book	0	3	3	0
Other	5	6	1	9
What did our customers use?				
Computer	1,533	2,050	2,304	2,031
CalJOBS/Internet Job Search	1,180	1,215	1,353	1,275
Resume	322	339	278	246
Typing	55	87	105	100
Typing Certificate	14	49	85	94
Pesco	41	107	86	34
Job Listing	518	843	287	298
Fax	253	376	857	697
Copier	196	251	210	174
Telephone	201	180	172	153
Typewriter	13	10	8	5
Resource Library	13	2	0	0
Skills Certificate	2	5	3	4
Plato Lab	498	470	593	585
Workshop	186	57	57	57
Orientation	38	59	36	35
Customer Satisfaction				
Courtesy of Staff	9.77	9.53	9.84	9.60
Time it took for staff to assist you	9.81	9.52	9.66	9.49
Did you get the information you needed?	9.84	9.43	9.63	9.47
Were you satisfied with the services?	9.86	9.57	9.64	9.50
Did we help you today?	9.83	9.51	9.72	9.48
Would you refer our services to others?				
Yes	130	116	81	70
No	2	2	1	3



Customer Service/Satisfaction Summary Data - Individual Locations

Number of Sign-ins																					
Day of the Week	W	Th	F	Sa	M	T	W	TH	M	T	W	TH	F	M	T	W	M	T	W	TH	
Date	1	2	3	4	6	7	8	9	13	14	15	16	17	20	21	22	27	28	29	30	Total
Livingston	0	5	4	2	8	0	3	5	5	3	7	7	3	7	5	2	7	9	6	5	93
Los Banos	53	20	41	0	54	47	46	50	40	37	49	49	46	47	57	47	63	45	48	43	882
Merced	103	91	58	0	126	112	122	129	137	113	107	123	99	126	98	68	121	115	107	110	2065
Total	156	116	103	2	188	159	171	184	182	153	163	179	148	180	160	117	191	169	161	158	3040

Who were our visitors	Merced	Los Banos	Livingston	All Locations
Return Visits	1,827	825	88	2,740
First Visits	238	57	5	300
Daily Signins	2,065	882	93	3,040

Newspaper	4	3	0	7
Radio Ad	0	0	0	0
Flyer	0	0	0	0
Friend	5	3	5	13
Internet	0	0	1	1
EDD	0	0	1	1
Walk-ins	9	23	12	44
CalWORKs	1	0	6	7
Phone Book	0	0	0	0
Other	4	4	1	9

What did our customers use?	Merced	Los Banos	Livingston	All Locations
Computer	1,369	521	141	2,031
CalJOBS/Internet Job Search	1,025	138	112	1,275
Resume	195	38	13	246
Typing	72	20	8	100
Typing Certificate	71	21	2	94
Career	21	13	0	34
Job Listing	223	67	8	298
Fax	573	106	18	697
Copier	133	38	3	174
Telephone	116	23	14	153
Typewriter	5	0	0	5
Resource Library	0	0	0	0
Skills Certificate	1	3	0	4
Plato Lab	288	297	0	585
Workshop	16	41	0	57
Orientation	19	16	0	35

Customer Satisfaction	Merced	Los Banos	Livingston	All Locations
Courtesy of Staff	9.18	9.81	9.63	9.60
Time it took for staff to assist you	8.82	9.78	9.58	9.49
Did you get the information you needed?	8.82	9.72	9.58	9.47
Were you satisfied with the services?	8.88	9.75	9.58	9.50
Did we help you today?	9.00	9.81	9.38	9.48

Would you refer our services to others?	Merced	Los Banos	Livingston	All Locations
Yes	15	32	23	70
No	2	0	1	3