

**Workforce Investment Board of Merced County**  
**Quality Assurance Committee**  
**Department of Workforce Investment**  
**1880 W. Wardrobe Ave, Merced – Large Conference Room**  
**January 23, 2004, 7:30-9:00 a.m.**  
**Meeting Agenda**



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1. Call to Order and Roll Call .....
  2. Approval of Agenda .....
  3. Approval of Minutes (November 21, 2003).....
  4. Public Opportunity to Speak .....
  5. Introductions.....
  6. Information Agenda.....
    - a. Worknet Leadership Team Update Addressing Feedback Report .....
    - b. Worknet Employment Resource Center Management Tools .....
    - 1) Performance Measures as of July 2003-September 2003 .....
    - 2) Performance Measure Trends .....
    - 3) Worknet Customer Service Data for December 2003 .....
    - 4) WIA Participant Report Summary for PY 2003/2004 .....
    - 5) Participant Characteristics Summary .....
  7. Chair Comments.....
  8. Next Meeting Date/Time – February 27, 2004, 7:30–8:30 a.m. ....
  9. Adjourn.....

**Workforce Investment Board of Merced County**  
**Quality Assurance Committee**  
**Dept of Workforce Investment Large Conference Room**  
**1880 W. Wardrobe Ave, Merced, CA**  
**November 21, 2003, 7:30–8:30 a.m.**  
**Meeting Minutes**

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**Members Present:** Jeremiah Greggains, Doug Kirkpatrick, Ned Miller, Albert Montejano (Chair), Terry Nichols, Carole Roberds (Vice Chair), Helen Sullivan, Steve Tinetti

**Members Absent:** Nicolas Benjamin, Ernie Flores, Brian Griffin, John Heading

**Staff Present:** Dave Davis, Dee Knight, Joanne Presnell

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1. **Call to Order and Roll Call:** The Chair called the meeting to order at 7:35 a.m. Roll call taken.

2. **Agenda:** It was *M/S/C Miller/Kirkpatrick* to approve the agenda as published.

3. **Approval of Minutes (August 29, 2003):** It was *M/S/C Kirkpatrick/Nichols* to approve the August 29, 2003 minutes.

4. **Public Opportunity to Speak:** None.

5. **Introductions:** Everyone gave self-introductions.

6. **Information Agenda:**

**a. Worknet Feedback Report:** The Chair noted the WIB has certified the Merced Worknet Employment Resource Center. The purpose of this meeting is to present the Feedback Report to the Worknet Leadership Team and discuss the Leadership Team's plan of improvement on the Key Theme items (beginning on page 6 of the report). The following remarks were made:

- 1) The Leadership Team now has line staff attending its meetings, and welcoming their input.
- 2) The Mission, Vision statements and goals have literally been posted throughout the Worknet One-Stop, but the Leadership Team will have to develop a plan to ensure continuity among all line staff in promoting both statements.
- 3) At its January meeting, the Leadership Team will prioritize the Key Theme items and develop a timeline.
- 4) A Leadership Team Workgroup is developing a training plan for Workforce Development Professionals.
- 5) The Worknet One-Stop System manager will meet with the Business Services Unit manager to develop a list of employers to contact within the next year to familiarize employers with the services of Worknet.
- 6) The Leadership Team will meet with the Quality Assurance Committee in February and present its timeline.

7. **Chair Comments:** The Chair thanked everyone for attending the meeting at such an early time of the day, and asked if members wanted to change the meeting time. It was the consensus of the members to leave the meeting time at 7:30.

Quality Assurance Committee

November 21, 2003

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The Chair asked about having a December meeting. The committee decided to cancel the meeting for December. The Chair wished everyone a happy and safe Thanksgiving.

**8. Next Meeting Date & Time:** January 23, 2004, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.

Staff noted one of the agenda items for the next meeting would most likely be the proposed Performance Measures.

**9. Adjourn:** Meeting adjourned at 8:20 a.m.

Minutes prepared by Devilla D. Knight.

**TO: Quality Assurance Committee**

**DATE: 01/23/04**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Worknet Employment Resource Center Management Tools**

**PROPOSED MOTION(S): To inform Committee members of available management tools to enhance committee oversight of the Worknet Employment Resource Centers.**

**DISCUSSION: The Quality Assurance Committee provides program oversight, evaluates program goals and performance measures, and continuously evaluates the effectiveness of the Worknet Employment Resource Centers. To help accomplish those tasks, five (5) management tools are offered. Staff will present the management tools and facilitate discussion on their use and possible modifications to better serve the committee's needs.**

**ATTACHMENT(S):**

- 1. Performance Measures as of July 2003–September 2003.**
- 2. Performance Measure Trends**
- 3. Worknet Customer Service Data for December 2003**
- 4. WIA Participant Report Summary for PY 2003/2004**
- 5. Participant Characteristics Summary**

Local WIA Performance Detail Report  
 Quarterly Report: 7/2003 to 9/2003  
 Data as of: 12/29/2003

| Adult  | Entered Employment <sup>1</sup> |            | Retention <sup>2</sup> |             | Earnings Change <sup>3</sup> |             | Employment & Credential <sup>4</sup> |            |
|--------|---------------------------------|------------|------------------------|-------------|------------------------------|-------------|--------------------------------------|------------|
|        | 21                              | 72.41%     | 58                     | 84.06%      | \$ 328,394.90                | \$ 4,759.35 | 21                                   | 58.33%     |
|        | 29                              |            | 69                     |             | 69                           |             | 36                                   |            |
|        | State Standard                  | Difference | State Standard         | Difference  | State Standard               | Difference  | State Standard                       | Difference |
| 72.00% | 0.41%                           | 81.00%     | 3.06%                  | \$ 3,400.00 | \$ 1,359.35                  | 50.00%      | 8.33%                                |            |

Special Populations

|                   |   |         |    |         |              |             |   |         |
|-------------------|---|---------|----|---------|--------------|-------------|---|---------|
| Public Assistance | 2 | 100.00% | 9  | 81.82%  | \$ 93,409.97 | \$ 8,491.82 | 2 | 100.00% |
|                   | 2 |         | 11 |         | 11           |             | 2 |         |
| Veterans          | 1 | 50.00%  | 5  | 100.00% | \$ 21,111.23 | \$ 4,222.25 | 0 | 0.00%   |
|                   | 2 |         | 5  |         | 5            |             | 2 |         |
| Disabled          | 3 | 50.00%  | 8  | 88.89%  | \$ 50,321.28 | \$ 5,591.25 | 2 | 40.00%  |
|                   | 6 |         | 9  |         | 9            |             | 5 |         |
| Older Individuals | 0 | ---     | 3  | 100.00% | \$ 653.67    | \$ 217.89   | 0 | ---     |
|                   | 0 |         | 3  |         | 3            |             | 0 |         |

Other Outcomes

|                    |    |         |    |         |               |               |    |        |
|--------------------|----|---------|----|---------|---------------|---------------|----|--------|
| Training Services  | 16 | 66.67%  | 53 | 84.13%  | \$ 273,886.10 | \$ 4,347.40   | 21 | 58.33% |
|                    | 24 |         | 63 |         | 63            |               | 36 |        |
| Only Core          | 2  | 100.00% | 0  | 0.00%   | \$ (3,695.26) | \$ (3,695.26) | 0  | ---    |
|                    | 2  |         | 1  |         | 1             |               | 0  |        |
| Intensive Services | 3  | 100.00% | 5  | 100.00% | \$ 58,204.06  | \$ 11,640.81  | 0  | ---    |
|                    | 3  |         | 5  |         | 5             |               | 0  |        |

1 - # of Adults Unemployed at Registration and Employed by 1st Quarter After Exit divided by # of Adults Unemployed at Registration.

2 - # of Adults Employed 1 Quarter and 3rd Quarter After Exit divided by # of Adults Employed 1st Quarter After Exit.

3 - Post Program Earnings minus Pre-Program Earnings divided by # of Adults Employed 1st Quarter After Exit

4 - # of Adults Received Training Services, Employed in 1st Quarter After Exit and Received Credential by 3rd Quarter After Exit divided by # of Adults Received Training Services.

Local WIA Performance Detail Report  
 Quarterly Report: 7/2003 to 9/2003  
 Data as of: 12/29/2003

| Dislocated Workers | Entered Employment <sup>1</sup> |            | Retention <sup>2</sup> |            | Earnings Change <sup>3</sup> |            | Employment & Credential <sup>4</sup> |            |
|--------------------|---------------------------------|------------|------------------------|------------|------------------------------|------------|--------------------------------------|------------|
|                    | 31                              | 79.49%     | 62                     | 89.86%     | \$ 857,131.02                | 158.86%    | 23                                   | 69.70%     |
|                    | 39                              |            | 69                     |            | \$ 539,534.29                |            | 33                                   |            |
|                    | State Standard                  | Difference | State Standard         | Difference | State Standard               | Difference | State Standard                       | Difference |
| 79.00%             | 0.49%                           | 88.00%     | 1.86%                  | 96.00%     | 62.86%                       | 58.00%     | 11.70%                               |            |

Special Populations

|                     |   |         |    |         |               |         |   |         |
|---------------------|---|---------|----|---------|---------------|---------|---|---------|
| Veterans            | 4 | 100.00% | 13 | 100.00% | \$ 194,458.98 | 129.73% | 4 | 100.00% |
|                     | 4 |         | 13 |         | \$ 149,900.64 |         | 4 |         |
| Disabled            | 3 | 75.00%  | 4  | 100.00% | \$ 46,301.30  | 145.97% | 2 | 66.67%  |
|                     | 4 |         | 4  |         | \$ 31,720.70  |         | 3 |         |
| Older Individuals   | 3 | 100.00% | 3  | 75.00%  | \$ 28,590.22  | 75.96%  | 2 | 100.00% |
|                     | 3 |         | 4  |         | \$ 37,637.52  |         | 2 |         |
| Displaced Homemaker | 0 | ---     | 1  | 100.00% | \$ 8,524.40   | ---     | 0 | ---     |
|                     | 0 |         | 1  |         | \$ -          |         | 0 |         |

Other Outcomes

|                    |    |         |    |         |               |         |    |        |
|--------------------|----|---------|----|---------|---------------|---------|----|--------|
| Training Services  | 25 | 75.76%  | 50 | 89.29%  | \$ 732,779.61 | 184.76% | 23 | 74.19% |
|                    | 33 |         | 56 |         | \$ 396,605.33 |         | 31 |        |
| Only Core          | 2  | 100.00% | 9  | 100.00% | \$ 92,273.77  | 94.65%  | 0  | ---    |
|                    | 2  |         | 9  |         | \$ 97,487.71  |         | 0  |        |
| Intensive Services | 4  | 100.00% | 3  | 75.00%  | \$ 32,077.64  | 71%     | 0  | ---    |
|                    | 4  |         | 4  |         | \$ 45,441.25  |         | 0  |        |

1 - All Dislocated Workers (DW) Employed by 1st Quarter After Exit divided by All DW Exiters

2 - # of DW Employed 1st Quarter and 3rd Quarter After Exit divided by # of DW Employed 1st Quarter after Exit.

3 - Post Program Earnings (2nd and 3rd Qtr) divided by Pre-Program Earnings (2nd and 3rd Qtr)

4 - # of DW Received Training Services, Employed in 1st Quarter After Exit and Received Credential by 3rd Quarter After Exit divided by # DW Received Training Services

Local WIA Performance Detail Report  
 Quarterly Report: 7/2003 to 9/2003  
 Data as of: 12/29/2003

| Older Youth | Entered Employment <sup>1</sup> |            | Retention <sup>2</sup> |             | Earnings Change <sup>3</sup> |             | Employment & Credential <sup>4</sup> |            |
|-------------|---------------------------------|------------|------------------------|-------------|------------------------------|-------------|--------------------------------------|------------|
|             | 8                               | 57.14%     | 14                     | 77.78%      | \$ 56,602.71                 | \$ 3,537.67 | 6                                    | 35.29%     |
|             | 14                              |            | 18                     |             | 16                           |             | 17                                   |            |
|             | State Standard                  | Difference | State Standard         | Difference  | State Standard               | Difference  | State Standard                       | Difference |
| 66.00%      | -8.86%                          | 76.50%     | 1.28%                  | \$ 3,000.00 | \$ 537.67                    | 30.00%      | 5.29%                                |            |

Special Populations

|                   |    |         |    |         |              |             |    |         |
|-------------------|----|---------|----|---------|--------------|-------------|----|---------|
| Public Assistance | 1  | 33.33%  | 3  | 100.00% | \$ 13,901.17 | \$ 4,633.72 | 0  | 0.00%   |
|                   | 3  |         | 3  |         | 3            |             |    |         |
| Veterans          | 0  | ---     | 0  | ---     | \$ -         | ---         | 0  | ---     |
|                   | 0  |         | 0  |         | 0            |             |    |         |
| Disabled          | 1  | 100.00% | 0  | ---     | \$ -         | ---         | 2  | 100.00% |
|                   | 1  |         | 0  |         | 0            |             | 2  |         |
| Out of School     | 7  | 53.85%  | 14 | 77.78%  | \$ 56,602.71 | \$ 3,537.67 | 6  | 37.50%  |
|                   | 13 |         | 18 |         | 16           |             | 16 |         |

1 - # of Older Youth (OY) Unemployed at Registration, Not in Post-Secondary Education or Advanced Training In the 1st Quarter After Exit and Employed 1st Quarter After Exit divided by # of OY Unemployed at Registration, Not in Post-Secondary Education or Advanced Training In the 1st Quarter After Exit.

2 - # of OY Employed in the 1st Quarter after Exit, Not In Post-Secondary Education or Advanced Training in the 1st Quarter After Exit and Employed in 3rd Quarter divided by # of OY Employed in the 1st Quarter after Exit, Not In Post-Secondary Education or Advanced Training in the 3rd Quarter After Exit.

3 - Post Program Earnings (2nd and 3rd Quarters) minus Pre-Program Earnings (2nd and 3rd Quarters) divided by # of OY Employed in 1st Quarter After Exit, Not in Post-Secondary Education or Advanced Training in 3rd Quarter After Exit.

4 - # of OY Employed in Post-Secondary Education or Advanced Training in 1st Quarter After Exit and Received Credential by 3rd Quarter After Exit divided by Total Exiters in Quarter Measured.

Local WIA Performance Detail Report  
 Quarterly Report: 7/2003 to 9/2003  
 Data as of: 12/29/2003

| Younger Youth | Skills Attainment <sup>1</sup> |            | Diploma or Equivalent <sup>2</sup> |            | Retention Rate <sup>3</sup> |            |
|---------------|--------------------------------|------------|------------------------------------|------------|-----------------------------|------------|
|               | 233                            | 78.45%     | 565                                | 90.84%     | 187                         | 73.91%     |
|               | 297                            |            | 622                                |            | 253                         |            |
|               | State Standard                 | Difference | State Standard                     | Difference | State Standard              | Difference |
| 76.00%        | 2.45%                          | 55.00%     | 35.84%                             | 53.00%     | 20.91%                      |            |

Special Populations

|                   |     |        |     |        |    |        |
|-------------------|-----|--------|-----|--------|----|--------|
| Public Assistance | 109 | 85.16% | 213 | 88.75% | 63 | 66.32% |
|                   | 128 |        | 240 |        | 95 |        |
| Disabled          | 34  | 89.47% | 104 | 85.25% | 59 | 66.29% |
|                   | 38  |        | 122 |        | 89 |        |
| Out of School     | 1   | 2.08%  | 0   | ---    | 4  | 80.00% |
|                   | 48  |        | 0   |        | 5  |        |

Of All In-School and Any Out-of-School Youth Needing Basic, Work Readiness and/or Occupational Skills:

1 - Total # of Basic, Work Readiness, and Occupational Skills divided by Total # of Skill Attainment Goals Set

Of those Younger Youth (YY) Who Register Without a Diploma or Equivalent, (Those Not Still In Secondary School at Exit):

2 - # of YY Attained Diploma or Equivalent By 1st Quarter After Exit divided by # of YY Exiters in Quarter Measured.

Of Those Found in One of the Following - Post-Secondary Education, Advanced Training, Employment, Military Service or Qualified Apprenticeship (Those Not Still In Secondary School at Exit):

3 - # of YY Found In 3rd Quarter After Exit divided by # of YY Exiters in Quarter Measured.



**Data For Performance Measure Trend (includes Negotiated Performance Level)**

|                           | Program Year |        |        |        |        |        |
|---------------------------|--------------|--------|--------|--------|--------|--------|
|                           | 00/01        |        | 01/02  |        | 02/03  |        |
|                           | Served       | Exited | Served | Exited | Served | Exited |
| <b>Total Participants</b> |              |        |        |        |        |        |
| Adult                     | 216          | 43     | 284    | 101    | 291    | 145    |
| Dislocated Workers        | 234          | 71     | 216    | 102    | 222    | 109    |
| Older Youth               | 61           | 9      | 99     | 57     | 168    | 25     |
| Younger Youth             | 733          | 57     | 1,161  | 352    | 1,193  | 665    |

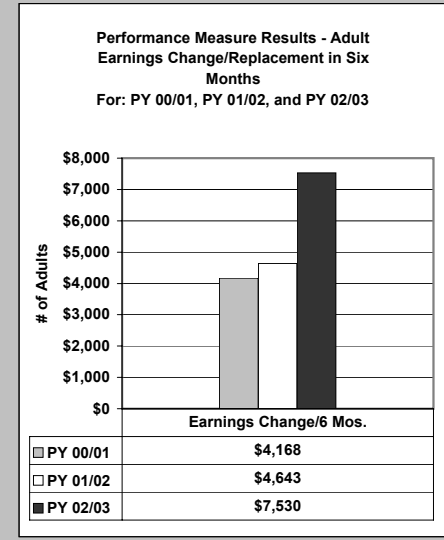
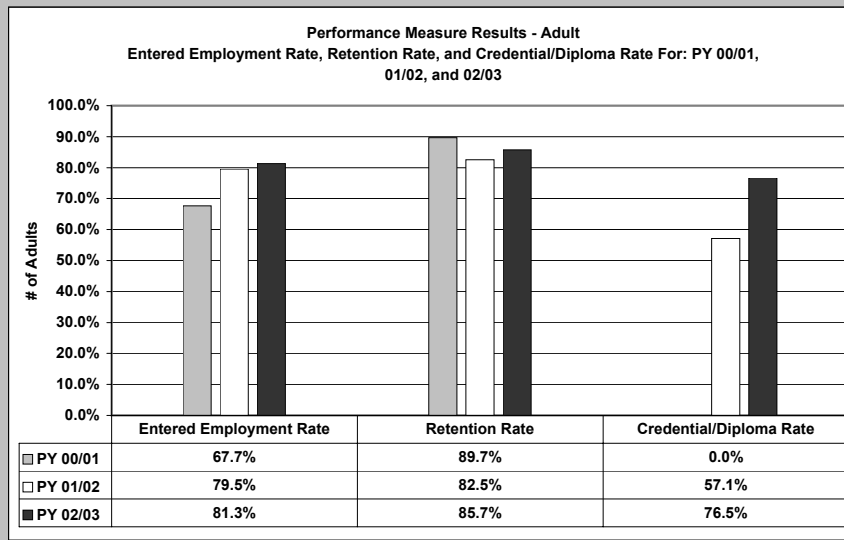
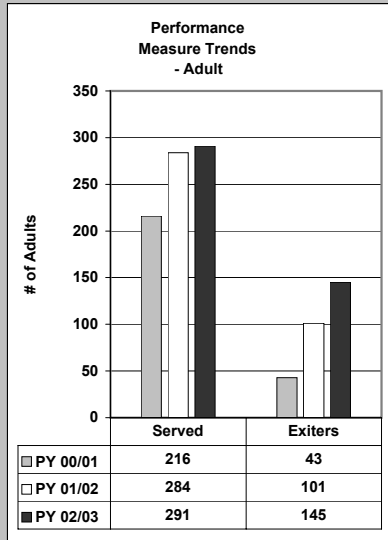
**Final and Negotiated Performance Levels**

|                                    | Program Year |         |              |            |         |              |            |         |              |
|------------------------------------|--------------|---------|--------------|------------|---------|--------------|------------|---------|--------------|
|                                    | 00/01        |         |              | 01/02      |         |              | 02/03      |         |              |
|                                    | Negotiated   | Final   | Success Rate | Negotiated | Final   | Success Rate | Negotiated | Final   | Success Rate |
| <b>Adult</b>                       |              |         |              |            |         |              |            |         |              |
| <b>Entered Employment Rate</b>     | 63.6%        | 67.7%   | 106.4%       | 61.0%      | 79.5%   | 130.3%       | 63.0%      | 81.3%   | 129.0%       |
| <b>Retention Rate</b>              | 71.3%        | 89.7%   | 125.8%       | 68.0%      | 82.5%   | 121.3%       | 72.0%      | 85.7%   | 119.0%       |
| <b>Earning Change/Replacement*</b> | \$3,179      | \$4,168 | 131.1%       | \$3,240    | \$4,643 | 143.3%       | \$3,196    | \$7,530 | 235.6%       |
| <b>Credential/Diploma Rate</b>     | 40.0%        | 0.0%    | 0.0%         | 50.0%      | 57.1%   | 114.2%       | 50.0%      | 76.5%   | 153.0%       |
| <b>Dislocated Workers</b>          |              |         |              |            |         |              |            |         |              |
| <b>Entered Employment Rate</b>     | 63.0%        | 75.8%   | 120.3%       | 62.0%      | 70.8%   | 114.2%       | 68.0%      | 80.0%   | 117.6%       |
| <b>Retention Rate</b>              | 75.0%        | 90.2%   | 120.3%       | 75.0%      | 90.2%   | 120.3%       | 81.0%      | 90.0%   | 111.1%       |
| <b>Earning Change/Replacement*</b> | 85.0%        | 131.7%  | 154.9%       | 77.0%      | 95.9%   | 124.5%       | 86.0%      | 158.9%  | 184.8%       |
| <b>Credential/Diploma Rate</b>     | 40.0%        | 0.0%    | 0.0%         | 42.0%      | 55.4%   | 131.9%       | 45.0%      | 72.4%   | 160.9%       |
| <b>Older Youth</b>                 |              |         |              |            |         |              |            |         |              |
| <b>Entered Employment Rate</b>     | 58.8%        | 62.3%   | 106.0%       | 50.0%      | 69.7%   | 139.4%       | 55.0%      | 62.2%   | 113.1%       |
| <b>Retention Rate</b>              | 74.8%        | 89.5%   | 119.7%       | 65.0%      | 84.0%   | 129.2%       | 69.0%      | 69.2%   | 100.3%       |
| <b>Earning Change/Replacement*</b> | \$2,481      | \$3,679 | 148.3%       | \$2,300    | \$2,523 | 109.7%       | \$2,400    | \$3,580 | 149.2%       |
| <b>Credential/Diploma Rate</b>     | 36.0%        | 0.0%    | 0.0%         | 42.0%      | 5.4%    | 12.9%        | 30.0%      | 22.2%   | 74.0%        |
| <b>Younger Youth</b>               |              |         |              |            |         |              |            |         |              |
| <b>Retention Rate</b>              | 37.5%        | 55.3%   | 147.5%       | 38.0%      | 55.3%   | 145.5%       | 42.0%      | 79.5%   | 189.3%       |
| <b>Credential/Diploma Rate</b>     | 40.0%        | 0.0%    | 0.0%         | 42.0%      | 75.5%   | 179.8%       | 45.0%      | 90.0%   | 200.0%       |
| <b>Skill Attainment Rate</b>       | 60.9%        | 85.4%   | 140.2%       | 63.0%      | 90.7%   | 144.0%       | 70.0%      | 87.3%   | 124.7%       |

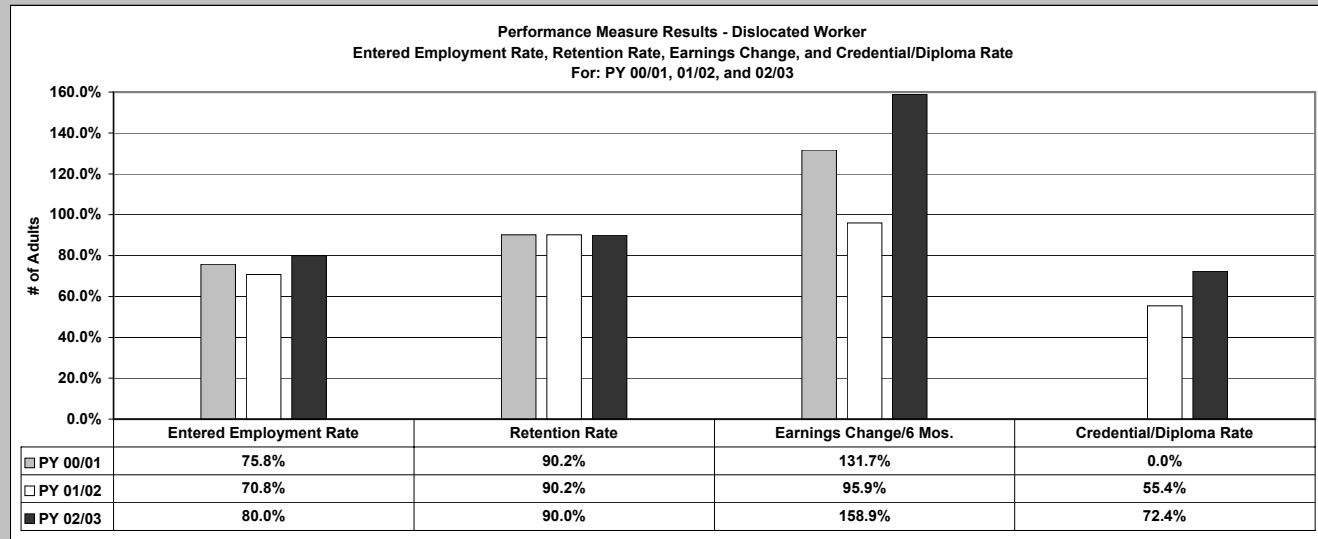
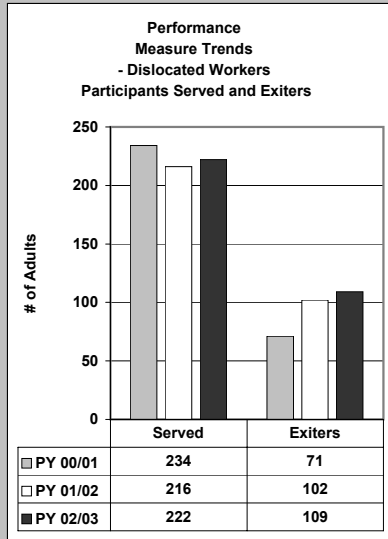
\* in six months

Performance Measure Trends for Program Years 2000/2001, 2001/2002, and 2002/2003

**Adult Program**

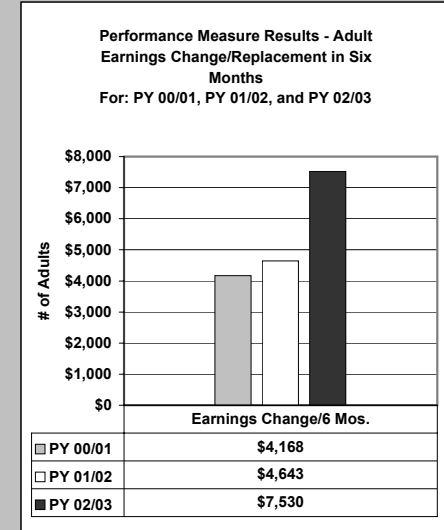
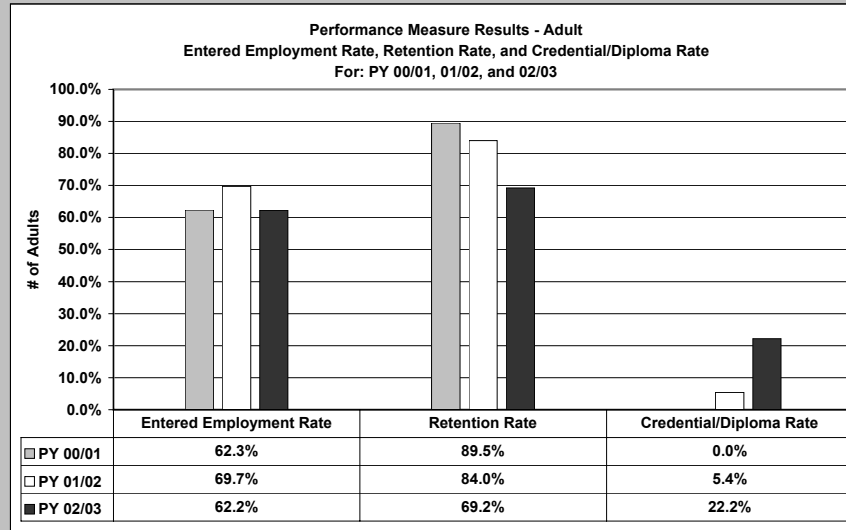
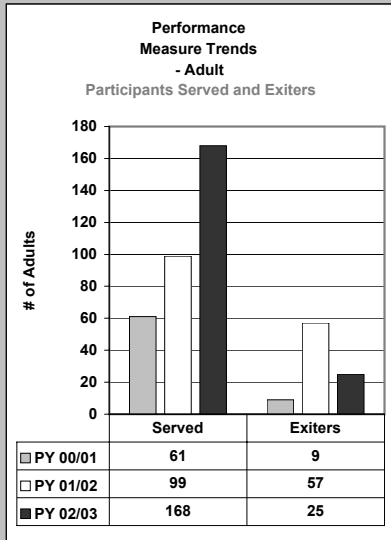


**Dislocated Workers Program**

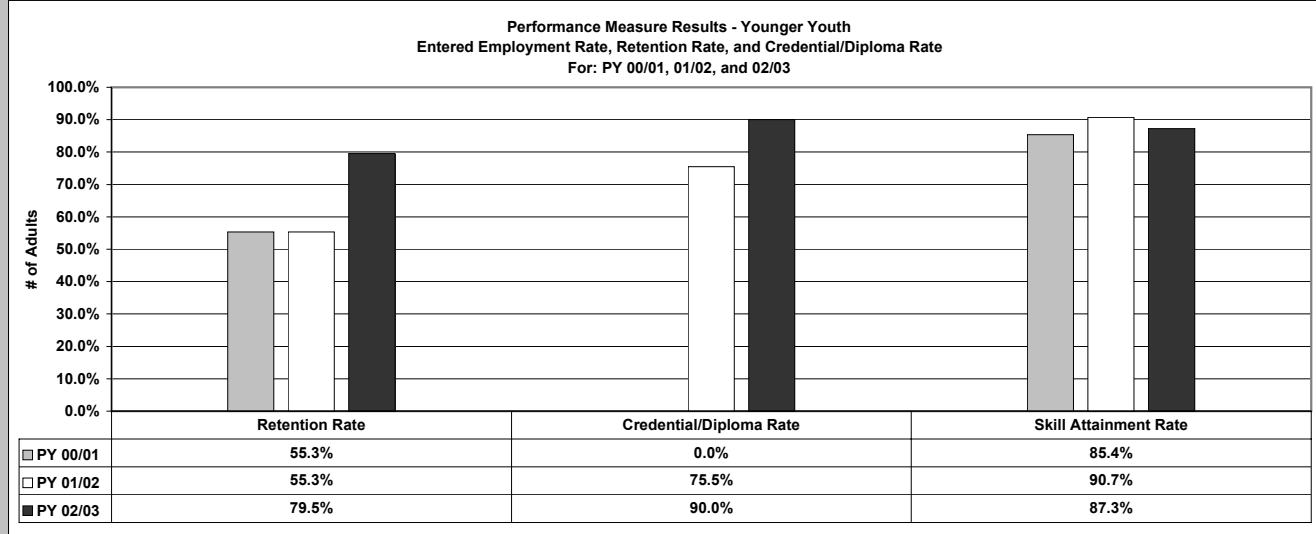
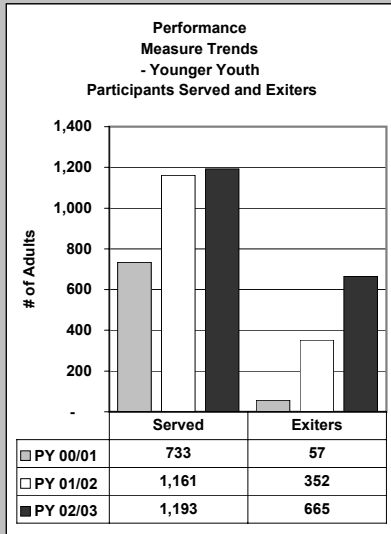


**Performance Measure Trends for Program Years 2000/2001, 2001/2002, and 2002/2003 (Continued)**

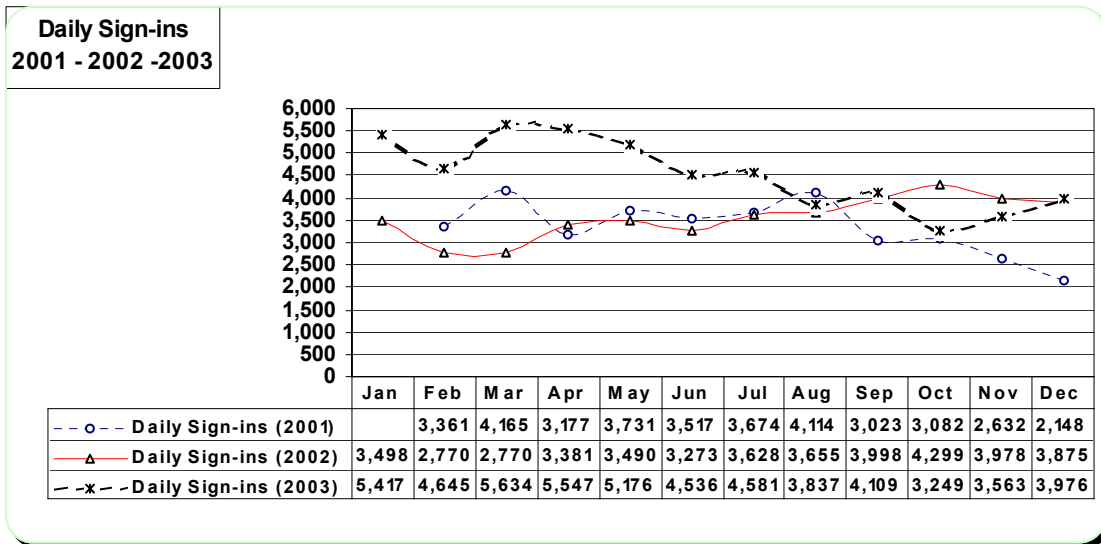
**Older Youth Program**



**Younger Youth Program**



# WorkNet Customer Service Data for December 2003



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of December 2003. The data presented in this report are by all locations and then by individual location (Merced, Livingston, and Los Banos). The following text is for all Locations.

### Customers

In the month of December 2003, all locations recorded 3,976 sign-ins with 1,691 customers returning the Day Pass and 268 first time visitors. Morning was the most popular time for customers to use our services, with 831 customers. Afternoon received 813 responses from our customers. We have discontinued our extended hours (after 5:00pm) as of the first of July (Although two participants were serviced after 5pm this month).

### Customer Employment Status

Of the 1,691 customers that returned the day pass, 20 said they are employed full-time; 13 responded with part-time employment; and 34 responded with temporary employment. One thousand fifty-eight customers responded with not employed. Five hundred sixty-six customers did not respond to this question.

### How did you hear about us?

Returning customers complete this question during the first full week of December and then receive a shorten version of the Day Pass which excludes this question. Ninety-two returning customers responded to this question with 31 responses of Walk-in. The next most frequent response was EDD with 14 responses. Of the 268 first time visitors, 204 responded to this question. Friend/Family was the most frequent response

## Customer Service Data for December 2003 - Page 2

with 102 responses. EDD, with 43 responses, is the next most frequent response. Walk-in was the 3<sup>rd</sup> most frequent response with 23 responses.

### Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.61 and 9.67 with "Courtesy of Staff" receiving the highest rating of 9.67. For customers that rated our services with a five or less, "Time it took staff to assist you" had the highest dissatisfaction with 4 responses.

### How do our customers use our services?

In the month of December, our customers report using the computer most often with 1,244 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (555); Resume/Cover Letter was second with 172 responses.

For non-computer related services, Job Listing was the most often used service by our customers, with 257 responses. Fax was the next most often used service with 206 responses.

The following list of remaining services is in the order most used by our customers:

|                       |                         |                 |                  |
|-----------------------|-------------------------|-----------------|------------------|
| Telephone (193)       | Plato Lab (181)         | Copier (154)    | Workshop (57)    |
| Resource Library (27) | Skills Certificate (21) | Typewriter (18) | Orientation (13) |

### First Impressions (First Time Customers)

For the month of December 2003, all locations recorded 268 first time customers. Two hundred thirty-six of our first time customers would refer our services to others (One participants would not refer our services to others). Customers Satisfaction questions received ratings from 9.54 to 9.62 with "Time it took staff to assist you" having the highest rating.

Have questions, comments, or suggestions about this monthly report, please email them to [pitd26@co.merced.ca.us](mailto:pitd26@co.merced.ca.us).

**Summary Data for Customer Service for December 2003  
(Day Pass Information)**

|                             | <b>Dec 2002</b> | <b>Oct-03</b> | <b>Nov-03</b> | <b>Dec-03</b> |
|-----------------------------|-----------------|---------------|---------------|---------------|
| <b>Daily Sign-ins</b>       | 3,875           | 3,249         | 3,563         | 3,976         |
| <b>Daily Questionnaires</b> | 2,030           | 1,407         | 1,225         | 1,691         |
| <b>First Visit</b>          | 154             | 213           | 190           | 268           |

**Customer Satisfaction**

|  |      |      |      |      |
|--|------|------|------|------|
| Courtesy of Staff                      | 9.59 | 9.65 | 9.73 | 9.67 |
| Time it took for staff to assist you   | 9.55 | 9.66 | 9.68 | 9.61 |
| Did you get the information you needed | 9.46 | 9.63 | 9.72 | 9.66 |
| Were you satisfied with the services?  | 9.55 | 9.68 | 9.69 | 9.61 |
| Did we help you today?                 | 9.54 | 9.61 | 9.69 | 9.64 |

**What did our customer use?**

|                             |       |     |     |       |
|-----------------------------|-------|-----|-----|-------|
| Computer                    | 1,098 | 988 | 915 | 1,244 |
| CalJobs/Internet Job Search | 545   | 401 | 357 | 555   |
| Resume/Cover Letter         | 171   | 184 | 133 | 172   |
| Typing Practice             | 76    | 51  | 67  | 54    |
| Typing Certificate          | 14    | 23  | 17  | 22    |
| Career Exploration          | 64    | 67  | 52  | 42    |
| Job Listing                 | 319   | 234 | 175 | 257   |
| Fax                         | 261   | 221 | 173 | 206   |
| Copier                      | 182   | 139 | 117 | 154   |
| Telephone                   | 285   | 175 | 142 | 193   |
| Typewriter                  | 24    | 19  | 13  | 18    |
| Resource Library            | 60    | 21  | 26  | 27    |
| Skills Certificate          | 16    | 9   | 9   | 21    |
| Plato Lab                   | 364   | 205 | 189 | 181   |
| Workshop                    | 34    | 16  | 28  | 57    |
| Orientation                 | Na    | 14  | 13  | 13    |

**How did you hear about us?**

|                |    |    |    |    |
|----------------|----|----|----|----|
| Newspaper ad   | 10 | 13 | 24 | 10 |
| Radio ad       | 1  | 0  | 4  | 1  |
| Flyer/Brochure | 0  | 0  | 5  | 2  |
| Friend/Family  | 49 | 6  | 35 | 9  |
| EDD            | 15 | 11 | 28 | 14 |
| Merced Mall    | 0  | 1  | 4  | 0  |
| Billboard      | 7  | 2  | 5  | 0  |
| TV ad          | 0  | 0  | 4  | 0  |
| Internet       | 6  | 1  | 8  | 10 |
| Walk-in        | Na | 23 | 55 | 31 |
| CalWORKs       | Na | 19 | 30 | 11 |
| Phonebook      | Na | 2  | 8  | 4  |

Na = Not Asked

Marketing advertisements for December 2003.

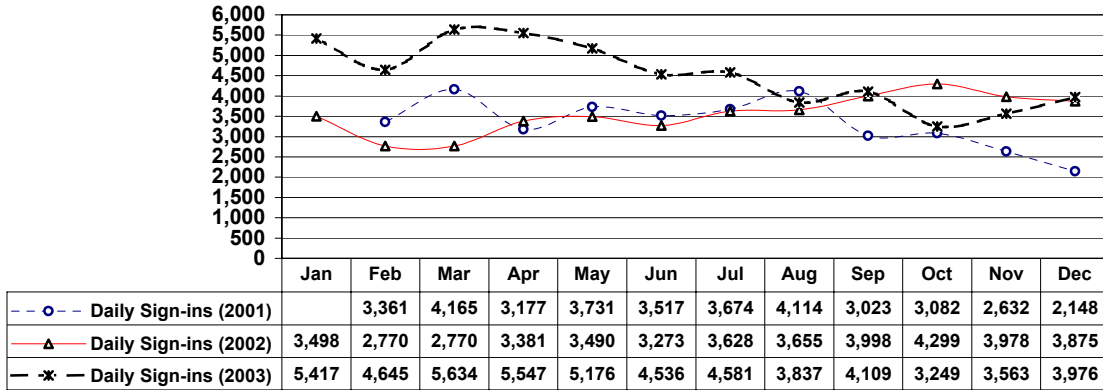
12/2-6, 9-13, 16-20/2003: Various Newspaper Ads

12/1-30/2003: Radio Advertisements with KABX, KIBG, KBRE, and KYOS

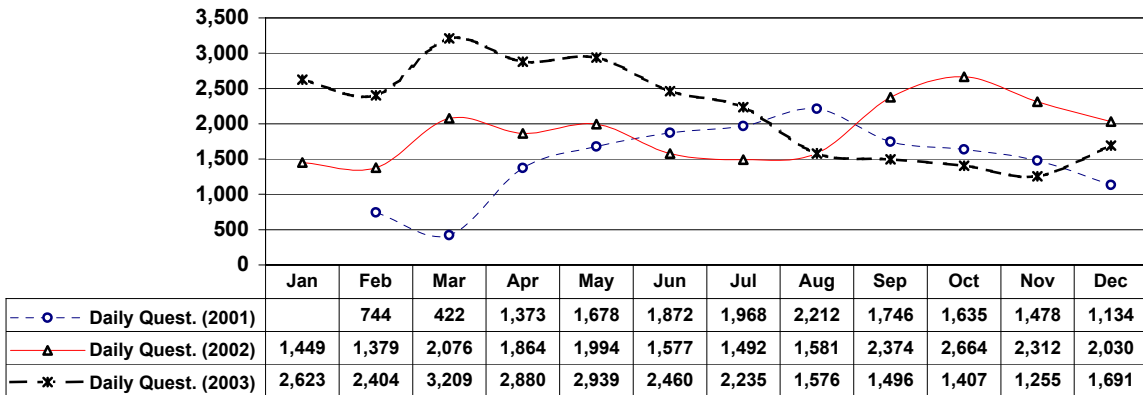
Worknet Signs placed inside all Merced "The Bus" buses.

**WorkNet - Annual Comparison  
2001 - 2002 - 2003YTD**

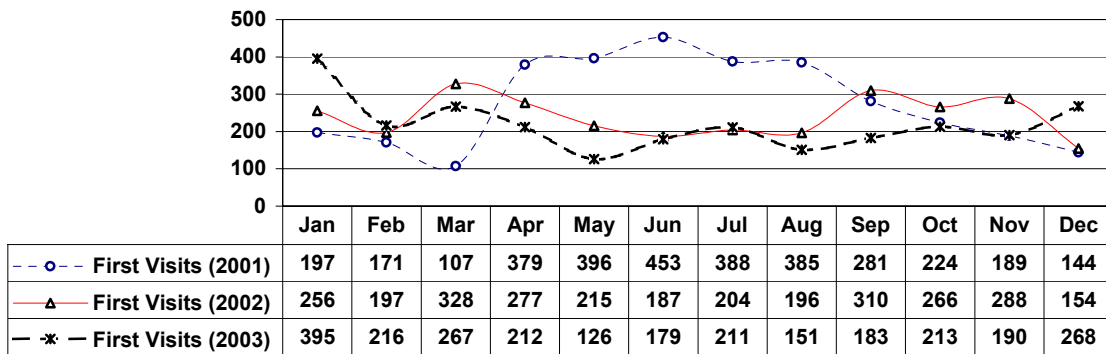
**Daily Sign-ins  
2001 - 2002 - 2003**



**Daily Questionnaires  
2001 - 2002 - 2003**



**First Time Visitors  
2001 - 2002 - 2003**



**WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)**

All Locations - December 2003

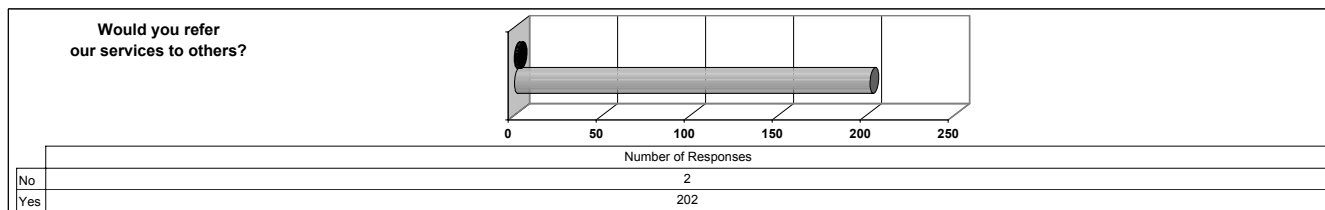
Excludes First Time Visitors - See First Impressions

|                           |       |
|---------------------------|-------|
| Number of sign-ins        | 3,976 |
| Number of questionnaires  | 1,691 |
| Number of First Visitors* | 268   |
| *Merced                   | 208   |
| *Los Banos                | 60    |
| *Livingston               | 0     |

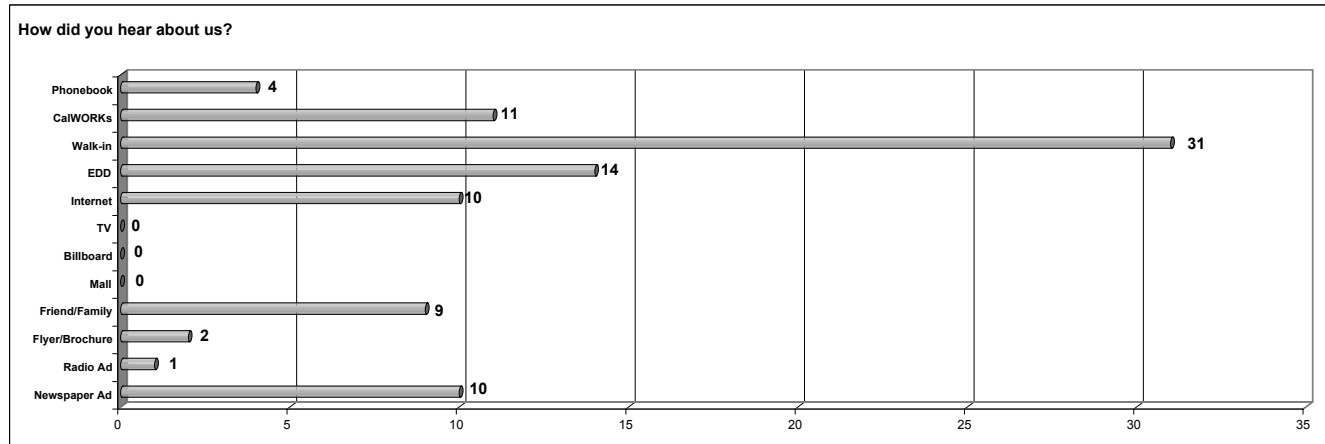
43%

|              |      |       |
|--------------|------|-------|
| Employed?    | #    | %     |
| Full-time    | 20   | 1.2%  |
| Part-time    | 13   | 0.8%  |
| Temporary    | 34   | 2.0%  |
| Not Employed | 1058 | 62.6% |
| No Answer    | 566  | 33.5% |

|               |     |
|---------------|-----|
| Time of Visit | #   |
| Morning       | 831 |
| Afternoon     | 813 |
| After 5       | 2   |
| No Answer     | 45  |



| Customer Satisfaction Questions         | No Answer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8  | 9  | 10  | Rating |
|---|-----------|---|---|---|---|---|---|---|----|----|-----|--------|
| Courtesy of Staff                       | 1,480     | 0 | 0 | 0 | 1 | 1 | 2 | 6 | 8  | 17 | 176 | 9.67   |
| Time it took for staff to assist you    | 1,481     | 0 | 0 | 1 | 0 | 3 | 2 | 5 | 9  | 18 | 172 | 9.61   |
| Did you get the information you needed? | 1,481     | 0 | 0 | 1 | 0 | 1 | 2 | 6 | 8  | 18 | 174 | 9.66   |
| Were you satisfied with the services?   | 1,482     | 0 | 0 | 1 | 0 | 0 | 5 | 5 | 9  | 21 | 168 | 9.61   |
| Did we help you today?                  | 1,481     | 0 | 0 | 1 | 0 | 2 | 2 | 5 | 10 | 16 | 174 | 9.64   |



**Service Data**

|                             | December |    |    |    |    |     |    |     |     |    |    |     | Total |    |    |    |    |    |    |    |    |    |    |
|-----------------------------|----------|----|----|----|----|-----|----|-----|-----|----|----|-----|-------|----|----|----|----|----|----|----|----|----|----|
|                             | 1        | 2  | 3  | 4  | 5  | 8   | 9  | 10  | 11  | 12 | 15 | 16  |       | 17 | 18 | 19 | 22 | 23 | 24 | 25 | 26 | 29 | 30 |
| Day of Week                 | M        | T  | W  | TH | F  | M   | T  | W   | TH  | F  | M  | T   | W     | TH | F  | M  | T  | W  | TH | F  | M  | T  | W  |
| Number of Questionnaires    | 67       | 51 | 49 | 66 | 27 | 117 | 86 | 106 | 103 | 58 | 78 | 106 | 102   | 70 | 76 | 86 | 71 | 55 | 33 | 43 | 95 | 93 | 53 |
| Computer                    | 54       | 37 | 32 | 45 | 19 | 82  | 67 | 75  | 70  | 45 | 55 | 73  | 78    | 54 | 55 | 59 | 54 | 50 | 23 | 33 | 71 | 73 | 40 |
| CalJobs/Internet Job Search | 26       | 24 | 13 | 19 | 9  | 39  | 28 | 34  | 31  | 17 | 30 | 32  | 39    | 30 | 27 | 33 | 20 | 13 | 9  | 7  | 27 | 30 | 18 |
| Resume/Cover Letter         | 6        | 10 | 6  | 8  | 2  | 7   | 15 | 14  | 7   | 8  | 13 | 8   | 9     | 13 | 8  | 7  | 5  | 6  | 1  | 2  | 7  | 7  | 3  |
| Typing Practice             | 1        | 3  |    | 4  |    | 4   | 5  | 8   | 1   | 1  | 1  |     | 2     | 1  | 2  |    | 3  | 2  |    | 3  | 3  | 9  | 1  |
| Typing Certificate          | 1        | 1  | 2  | 2  |    |     | 2  | 3   | 1   |    |    | 1   |       | 2  | 2  | 1  |    | 1  |    | 1  | 1  | 1  | 1  |
| Career Exploration          | 1        | 2  | 1  | 2  | 1  | 2   | 2  | 6   | 3   | 2  | 3  |     | 3     |    | 1  |    |    |    | 2  | 3  | 3  | 3  | 2  |
| Job Listing                 | 10       | 8  | 10 | 7  | 2  | 17  | 19 | 21  | 13  | 10 | 13 | 10  | 8     | 13 | 11 | 7  | 15 | 10 | 13 | 5  | 11 | 18 | 6  |
| Fax                         | 6        | 10 | 7  | 10 | 3  | 5   | 16 | 18  | 18  | 7  | 13 | 9   | 17    | 9  | 4  | 9  | 8  | 5  | 9  | 3  | 6  | 11 | 3  |
| Copier                      | 4        | 7  | 2  | 12 | 1  | 13  | 15 | 14  | 16  | 7  | 5  | 9   | 5     | 3  | 6  | 6  | 2  | 3  |    | 6  | 8  | 5  | 5  |
| Telephone                   | 8        | 4  | 3  | 9  | 2  | 6   | 6  | 18  | 13  | 10 | 9  | 9   | 10    | 11 | 10 | 12 | 9  | 5  | 3  | 4  | 14 | 12 | 6  |
| Typewriter                  |          |    | 2  |    | 1  | 1   |    | 3   | 1   | 1  | 1  | 2   | 1     |    |    | 1  | 1  |    |    | 1  | 1  | 1  | 1  |
| Resource Library            |          |    | 2  | 1  | 2  | 2   | 2  | 4   | 1   |    | 1  | 1   |       |    | 2  | 1  |    |    | 1  |    | 4  | 3  |    |
| Skills Certificate          |          | 1  | 1  | 2  |    |     |    | 2   | 1   |    | 2  | 7   | 1     |    | 2  |    |    |    |    |    | 1  | 1  |    |
| Plato Lab                   | 10       | 10 | 8  | 11 | 4  | 19  | 10 | 14  | 11  | 8  | 7  | 10  | 3     | 3  | 7  | 8  | 5  | 3  |    | 3  | 15 | 8  | 4  |
| Workshop                    | 1        | 1  | 1  |    | 1  | 1   |    | 4   | 1   |    | 9  | 9   | 6     | 6  | 4  | 3  | 2  |    |    |    | 3  | 4  | 1  |
| Orientation                 |          |    |    | 2  |    |     |    | 2   | 1   |    |    |     | 1     | 5  | 1  |    |    |    |    |    | 1  |    |    |



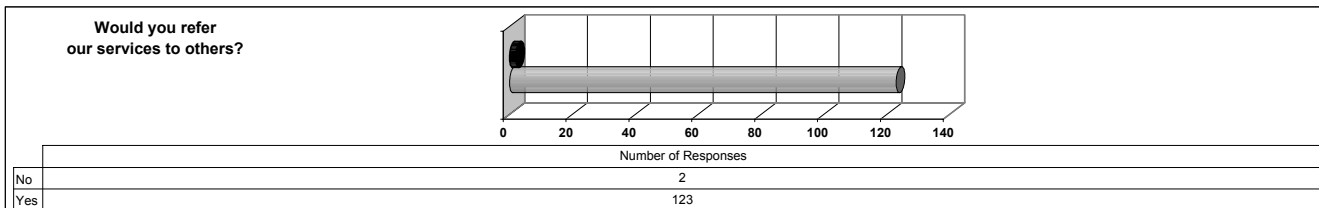
**WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)**  
**Merced - December 2003**  
**Excludes First Time Visitors - See First Impressions**

|                           |       |
|---------------------------|-------|
| Number of sign-ins        | 2,441 |
| Number of questionnaires  | 1,080 |
| Number of First Visitors* | 208   |

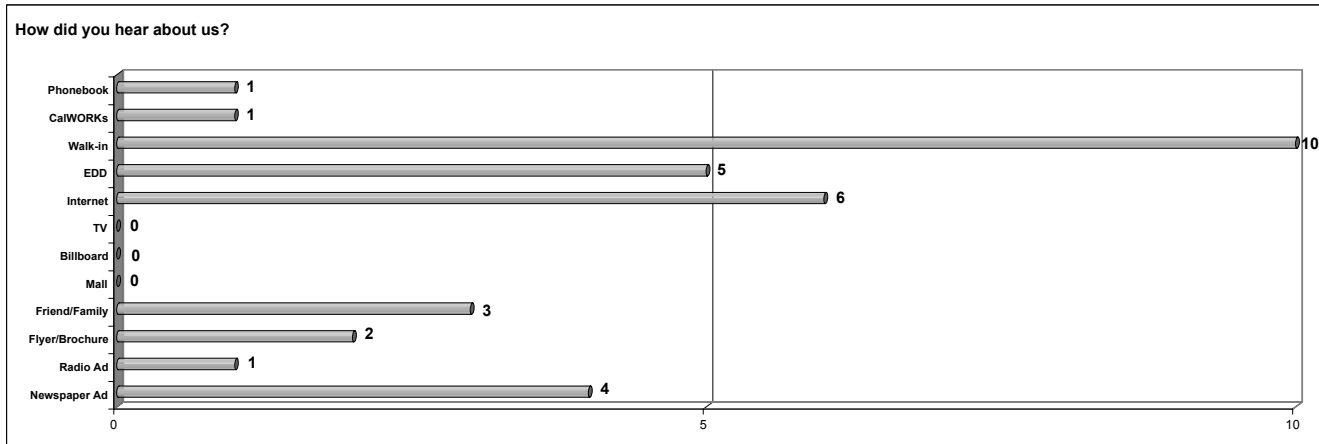
44%

| Employed?    | #    | %     |
|--------------|------|-------|
| Full-time    | 9    | 0.8%  |
| Part-time    | 6    | 0.6%  |
| Temporary    | 32   | 3.0%  |
| Not Employed | 1006 | 93.1% |
| No Answer    | 27   | 2.5%  |

| Time of Visit | #   |
|---------------|-----|
| Morning       | 496 |
| Afternoon     | 569 |
| After 5       | 1   |
| No Answer     | 14  |



| Customer Satisfaction Questions         | No Answer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8  | 9   | 10   | Rating |
|---|-----------|---|---|---|---|---|---|---|----|-----|------|--------|
| Courtesy of Staff                       | 953       | 0 | 0 | 0 | 0 | 1 | 0 | 3 | 0  | 10  | 113  | 9.81   |
| Time it took for staff to assist you    | 954       | 0 | 0 | 0 | 0 | 3 | 1 | 1 | 3  | 11  | 108  | 9.69   |
| Did you get the information you needed? | 954       | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 2  | 11  | 110  | 9.81   |
| Were you satisfied with the services?   | 955       | 0 | 0 | 0 | 0 | 2 | 1 | 4 | 15 | 103 | 9.73 |        |
| Did we help you today?                  | 954       | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 3  | 12  | 108  | 9.77   |



**Service Data**

|                             | December |    |    |    |   |    |    |    |    |    |    |    | Total |    |    |    |    |    |    |    |    |    |    |
|-----------------------------|----------|----|----|----|---|----|----|----|----|----|----|----|-------|----|----|----|----|----|----|----|----|----|----|
|                             | 1        | 2  | 3  | 4  | 5 | 8  | 9  | 10 | 11 | 12 | 15 | 16 |       | 17 | 18 | 19 | 22 | 23 | 24 | 25 | 26 | 29 | 30 |
| Day of Week                 | M        | T  | W  | TH | F | M  | T  | W  | TH | F  | M  | T  | W     | TH | F  | M  | T  | W  | TH | F  | M  | T  | W  |
| Number of Questionnaires    | 38       | 25 | 25 | 26 | 8 | 67 | 64 | 72 | 66 | 34 | 47 | 71 | 77    | 50 | 48 | 53 | 55 | 47 | 33 | 32 | 52 | 62 | 28 |
| Computer                    | 36       | 18 | 23 | 20 | 6 | 54 | 50 | 52 | 44 | 25 | 40 | 55 | 61    | 42 | 40 | 41 | 46 | 43 | 23 | 24 | 46 | 53 | 22 |
| CalJobs/Internet Job Search | 9        | 8  | 8  | 7  | 4 | 18 | 19 | 22 | 13 | 7  | 18 | 18 | 26    | 23 | 18 | 19 | 15 | 8  | 9  | 3  | 13 | 13 | 3  |
| Resume/Cover Letter         | 2        | 5  | 3  | 6  |   | 5  | 11 | 8  | 6  | 1  | 9  | 5  | 8     | 8  | 6  | 4  | 5  | 5  | 1  | 1  | 2  | 5  | 2  |
| Typing Practice             | 1        | 2  |    | 2  |   | 3  | 5  | 4  | 1  | 1  | 1  |    | 2     | 1  | 1  |    | 3  | 2  |    | 3  | 2  | 7  | 1  |
| Typing Certificate          | 1        | 1  | 2  | 1  |   |    | 2  | 3  | 1  |    |    | 1  |       | 2  | 2  | 1  |    | 1  |    | 1  | 1  | 1  |    |
| Career Exploration          | 1        | 1  | 1  | 1  |   | 1  |    | 4  |    | 1  | 2  |    | 2     |    | 1  |    |    | 2  | 2  | 2  |    | 1  |    |
| Job Listing                 | 6        | 4  | 7  | 4  | 2 | 14 | 17 | 16 | 12 | 7  | 11 | 5  | 7     | 9  | 11 | 5  | 11 | 10 | 13 | 4  | 5  | 12 | 1  |
| Fax                         | 4        | 9  | 4  | 6  | 1 | 4  | 12 | 10 | 12 | 2  | 8  | 5  | 14    | 5  | 3  | 3  | 6  | 3  | 9  | 3  | 4  | 8  |    |
| Copier                      | 4        | 5  | 2  | 9  |   | 9  | 13 | 10 | 12 | 5  | 4  | 8  | 4     | 2  | 4  | 4  | 1  | 3  |    | 4  | 4  | 2  | 2  |
| Telephone                   | 5        | 1  | 2  | 3  | 1 | 4  | 2  | 7  | 10 | 5  | 1  | 2  | 7     | 4  | 8  | 8  | 5  | 2  | 3  | 2  | 7  | 6  | 3  |
| Typewriter                  |          |    | 2  |    | 1 | 1  |    | 3  | 1  |    | 1  | 1  | 1     | 1  |    |    | 1  | 1  |    |    |    | 1  | 1  |
| Resource Library            |          |    | 1  |    |   | 1  | 1  | 1  | 1  |    | 1  | 1  |       |    |    |    |    | 1  |    | 2  | 1  |    |    |
| Skills Certificate          |          |    | 1  |    |   |    |    | 2  |    |    | 1  | 7  | 1     |    | 2  |    |    |    |    |    |    |    |    |
| Plato Lab                   | 2        | 2  |    | 2  | 1 | 3  | 3  | 5  | 5  | 3  | 1  | 5  | 2     |    | 1  | 1  | 1  | 2  |    | 1  | 2  | 1  |    |
| Workshop                    | 1        | 1  | 1  |    |   |    |    | 1  | 1  |    |    | 1  | 1     |    |    |    |    |    |    |    | 1  |    |    |
| Orientation                 |          |    |    |    |   |    |    | 1  | 1  |    |    | 1  | 5     | 1  |    |    |    |    |    |    |    |    |    |

**WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)**

Los Banos - December 2003

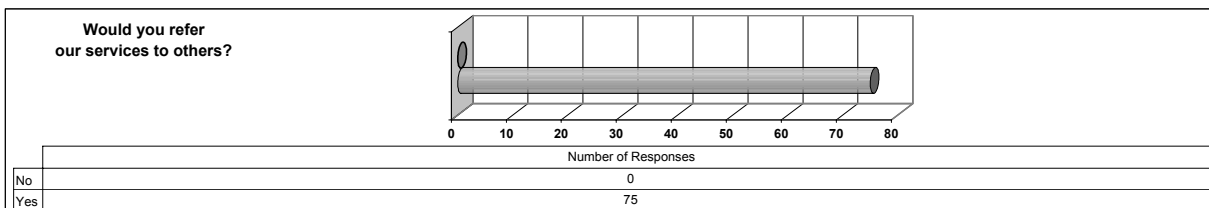
Excludes First Time Visitors - See First Impressions

|                           |       |
|---------------------------|-------|
| Number of sign-ins        | 1,448 |
| Number of questionnaires  | 576   |
| Number of First Visitors* | 60    |

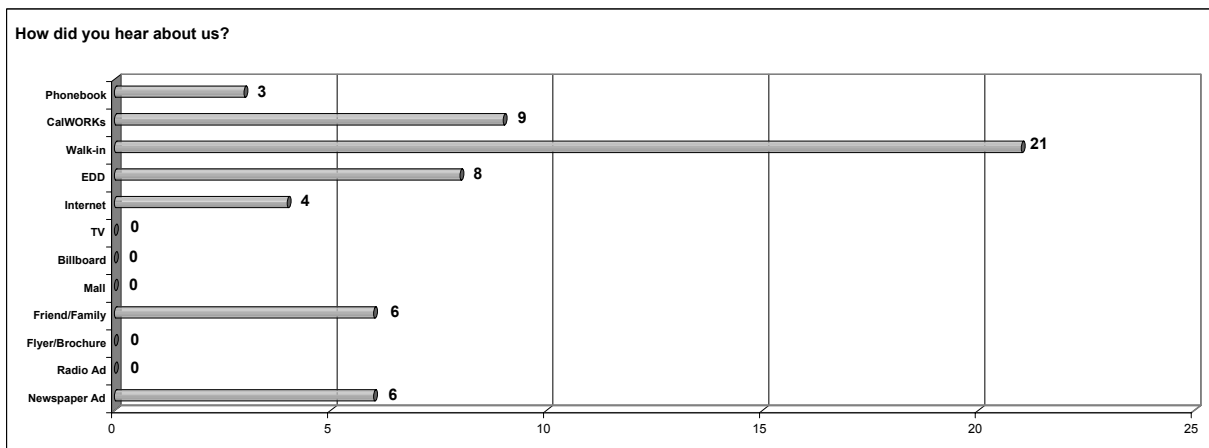
40%

| Employed?    | #   | %     |
|--------------|-----|-------|
| Full-time    | 11  | 1.9%  |
| Part-time    | 7   | 1.2%  |
| Temporary    | 2   | 0.3%  |
| Not Employed | 49  | 8.5%  |
| No Answer    | 507 | 88.0% |

| Time of Visit | #   |
|---------------|-----|
| Morning       | 317 |
| Afternoon     | 233 |
| After 5       | 1   |
| No Answer     | 25  |



| Customer Satisfaction Questions         | No Answer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Rating |
|---|-----------|---|---|---|---|---|---|---|---|---|----|--------|
| Courtesy of Staff                       | 496       | 0 | 0 | 0 | 1 | 0 | 2 | 3 | 8 | 7 | 59 | 9.43   |
| Time it took for staff to assist you    | 496       | 0 | 0 | 1 | 0 | 1 | 1 | 4 | 6 | 7 | 60 | 9.41   |
| Did you get the information you needed? | 496       | 0 | 0 | 1 | 0 | 1 | 2 | 3 | 6 | 7 | 60 | 9.40   |
| Were you satisfied with the services?   | 496       | 0 | 0 | 1 | 0 | 0 | 3 | 4 | 5 | 6 | 61 | 9.41   |
| Did we help you today?                  | 496       | 0 | 0 | 1 | 0 | 1 | 2 | 3 | 7 | 4 | 62 | 9.41   |



**Service Data**

|                             | December |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |   |  |  |  |  |  | Total |
|-----------------------------|----------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|---|--|--|--|--|--|-------|
|                             | 1        | 2  | 3  | 4  | 5  | 8  | 9  | 10 | 11 | 12 | 15 | 16 | 17 | 18 | 19 | 22 | 23 | 24 | 26 | 29 | 30 | 31 |   |  |  |  |  |  |       |
| Day of Week                 | M        | T  | W  | TH | F  | M  | T  | W  | TH | F  | M  | T  | W  | TH | F  | M  | T  | W  | F  | M  | T  | W  |   |  |  |  |  |  |       |
| Number of Questionnaires    | 27       | 25 | 23 | 38 | 18 | 48 | 21 | 32 | 34 | 23 | 30 | 34 | 22 | 19 | 26 | 30 | 16 | 7  | 10 | 40 | 29 | 24 |   |  |  |  |  |  |       |
| Computer                    | 17       | 18 | 9  | 23 | 13 | 27 | 16 | 21 | 24 | 19 | 14 | 17 | 15 | 11 | 13 | 16 | 8  | 6  | 8  | 23 | 19 | 17 |   |  |  |  |  |  |       |
| CalJobs/Internet Job Search | 16       | 16 | 5  | 11 | 5  | 20 | 8  | 12 | 16 | 9  | 11 | 13 | 12 | 7  | 8  | 12 | 5  | 4  | 4  | 12 | 17 | 14 |   |  |  |  |  |  |       |
| Resume/Cover Letter         | 4        | 4  | 3  | 2  | 2  | 2  | 4  | 6  | 1  | 7  | 4  | 3  | 1  | 5  | 1  | 3  |    | 1  | 1  | 4  | 2  | 1  |   |  |  |  |  |  |       |
| Typing Practice             |          |    | 1  |    | 2  |    | 1  |    | 2  |    |    |    |    |    |    |    |    |    |    |    | 1  | 2  |   |  |  |  |  |  |       |
| Typing Certificate          |          |    |    | 1  |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |   |  |  |  |  |  |       |
| Career Exploration          |          |    | 1  |    | 1  | 1  | 1  | 2  | 2  | 3  | 1  | 1  |    | 1  |    |    |    |    |    | 1  | 1  | 2  | 1 |  |  |  |  |  |       |
| Job Listing                 | 3        | 3  | 2  | 2  |    | 3  | 2  | 5  | 1  | 3  | 2  | 5  | 1  | 4  |    | 2  | 4  |    | 1  | 4  | 5  | 5  |   |  |  |  |  |  |       |
| Fax                         | 1        | 1  | 2  | 2  | 1  | 1  | 4  | 7  | 5  | 5  | 5  | 4  | 1  | 4  |    | 5  | 2  | 1  |    | 2  | 3  | 3  |   |  |  |  |  |  |       |
| Copier                      |          | 2  |    | 3  | 1  | 4  | 2  | 4  | 4  | 2  | 1  | 1  | 1  | 1  | 2  | 2  | 1  |    | 2  | 4  | 3  | 3  |   |  |  |  |  |  |       |
| Telephone                   | 3        | 3  | 1  | 4  | 1  | 2  | 4  | 10 | 3  | 5  | 8  | 7  | 2  | 7  | 2  | 4  | 4  | 3  | 2  | 7  | 5  | 3  |   |  |  |  |  |  |       |
| Typewriter                  |          |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    | 1  |    |   |  |  |  |  |  |       |
| Resource Library            |          |    |    | 1  | 1  | 2  | 1  | 1  | 3  |    |    |    |    |    |    | 2  | 1  |    |    |    | 2  | 1  |   |  |  |  |  |  |       |
| Skills Certificate          |          |    | 1  |    | 1  |    |    |    |    | 1  |    | 1  |    |    |    |    |    |    |    |    | 1  |    |   |  |  |  |  |  |       |
| Plato Lab                   | 8        | 8  | 8  | 9  | 3  | 16 | 7  | 9  | 6  | 5  | 6  | 5  | 1  | 3  | 6  | 7  | 4  | 1  | 2  | 13 | 7  | 4  |   |  |  |  |  |  |       |
| Workshop                    |          |    |    |    | 1  |    |    | 2  |    |    | 8  | 9  | 5  | 5  | 4  | 3  | 2  |    |    | 2  | 4  | 1  |   |  |  |  |  |  |       |
| Orientation                 |          |    |    | 2  |    |    |    |    | 1  |    |    |    |    |    |    |    |    |    |    |    | 1  | 1  |   |  |  |  |  |  |       |

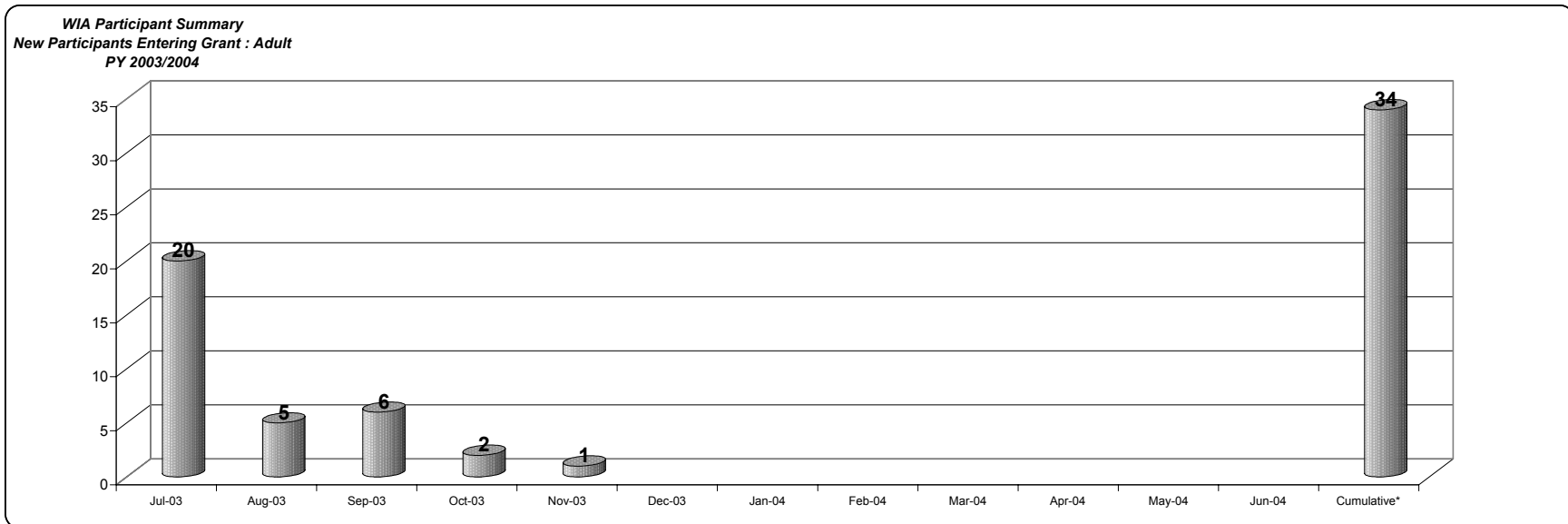




**WIA PARTICIPANT SUMMARY REPORT - ADULT**  
**PY 2003/2004**  
**Report Range 07/2003 to 11/2003**

|  | Adult  |        |        |        |        |        |        |        |        |        |        |        | Part. Plan  |          |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|----------|
|  | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Cumulative* | PY 03/04 |
| <b>Total Participants</b>                      | 214    | 218    | 224    | 115    | 116    |        |        |        |        |        |        |        | 228         | 340      |
| Participants Carried In                        | 194    | 213    | 218    | 113    | 115    |        |        |        |        |        |        |        | 194         | 260      |
| New Participants Entering Grant                | 20     | 5      | 6      | 2      | 1      |        |        |        |        |        |        |        | 34          | 80       |
| <b>Total Participants Exiting WI</b>           | 1      | 0      | 111    | 0      | 0      |        |        |        |        |        |        |        | 112         | 130      |
| Entered Unsubsidized Employment                | 1      | 0      | 111    | 0      | 0      |        |        |        |        |        |        |        | 112         | 120      |
| Training Related                               | 0      | 0      | 23     | 0      | 0      |        |        |        |        |        |        |        | 23          | 60       |
| Entered Military Service                       | 0      | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0           |          |
| Entered Qualified Apprenticeship Program       | 0      | 0      | 1      | 0      | 0      |        |        |        |        |        |        |        | 1           |          |
| Entered Post-Secondary Education               | 0      | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0           |          |
| Entered Advanced Training                      | 0      | 0      | 1      | 0      | 0      |        |        |        |        |        |        |        | 1           |          |
| Attained Recognized Certificate/Diploma/Degree | 0      | 0      | 25     | 0      | 0      |        |        |        |        |        |        |        | 25          |          |
| Attained High School Diploma/GED               | 0      | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0           |          |
| Returned to Secondary School (Youth Only)      | 0      | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0           |          |
| Exits Excluded from Performance                | 1      | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 1           |          |
| Other Exits                                    | 0      | 0      | 66     | 0      | 0      |        |        |        |        |        |        |        | 66          | 40       |

| Program Activities/Services Summary | Enrolled - Adults |        |        |        |        |        |        |        |        |        |        |        |             |          |
|-------------------------------------|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|----------|
|                                     | Jul-03            | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Cumulative* | PY 03/04 |
| Core Services (Registered)          | 214               | 218    | 224    | 115    | 116    |        |        |        |        |        |        |        | 228         | 300      |
| Intensive Services                  | 115               | 116    | 118    | 88     | 89     |        |        |        |        |        |        |        | 121         | 240      |
| Training Services                   | 59                | 60     | 60     | 46     | 46     |        |        |        |        |        |        |        | 62          | 80       |
| Youth Services                      | 0                 | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0           |          |
| Concurrent Program Participants     | 11                | 11     | 11     | 5      | 5      |        |        |        |        |        |        |        | 11          |          |
| Individual Training Accounts        | 14                | 14     | 14     | 11     | 11     |        |        |        |        |        |        |        | 14          |          |
| Goals Set (Younger Youth Only)      | 0                 | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0           |          |



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.

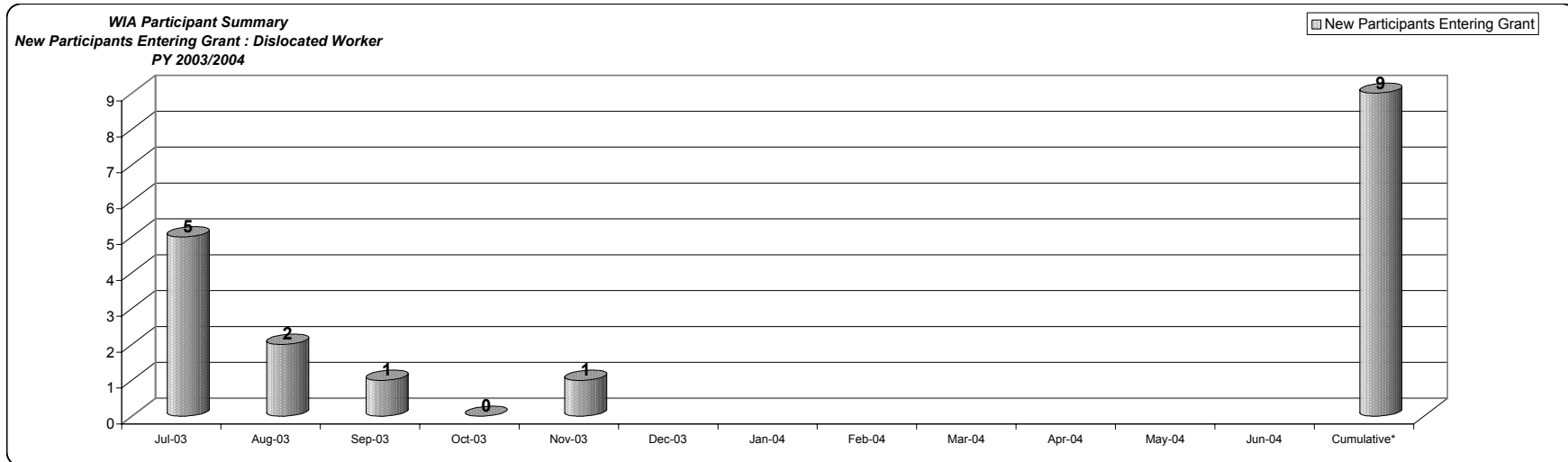
**WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER**

**PY 2003/2004**

**Report Range 07/2003 to 11/2003**

|  | Adult  |        |        |        |        |        |        |        |        |        |        |        | Cumulative* | Part. Plan<br>PY 03/04 |     |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|------------------------|-----|
|  | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 |             |                        |     |
| <b>Total Participants</b>                      | 123    | 124    | 125    | 100    | 101    |        |        |        |        |        |        |        |             | 127                    | 290 |
| Participants Carried In                        | 118    | 122    | 124    | 100    | 100    |        |        |        |        |        |        |        |             | 118                    | 200 |
| New Participants Entering Grant                | 5      | 2      | 1      | 0      | 1      |        |        |        |        |        |        |        |             | 9                      | 90  |
| <b>Total Participants Exiting WI</b>           | 1      | 0      | 25     | 0      | 0      |        |        |        |        |        |        |        |             | 26                     | 80  |
| Entered Unsubsidized Employment                | 1      | 0      | 24     | 0      | 0      |        |        |        |        |        |        |        |             | 25                     | 90  |
| Training Related                               | 0      | 0      | 10     | 0      | 0      |        |        |        |        |        |        |        |             | 10                     | 60  |
| Entered Military Service                       | 0      | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        |             | 0                      |     |
| Entered Qualified Apprenticeship Program       | 0      | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        |             | 0                      |     |
| Entered Post-Secondary Education               | 0      | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        |             | 0                      |     |
| Entered Advanced Training                      | 0      | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        |             | 0                      |     |
| Attained Recognized Certificate/Diploma/Degree | 0      | 0      | 11     | 0      | 0      |        |        |        |        |        |        |        |             | 11                     |     |
| Attained High School Diploma/GED               | 0      | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        |             | 0                      |     |
| Returned to Secondary School (Youth Only)      | 0      | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        |             | 0                      |     |
| Exits Excluded from Performance                | 0      | 0      | 1      | 0      | 0      |        |        |        |        |        |        |        |             | 1                      |     |
| Other Exits                                    | 0      | 0      | 20     | 0      | 0      |        |        |        |        |        |        |        |             | 20                     | 40  |

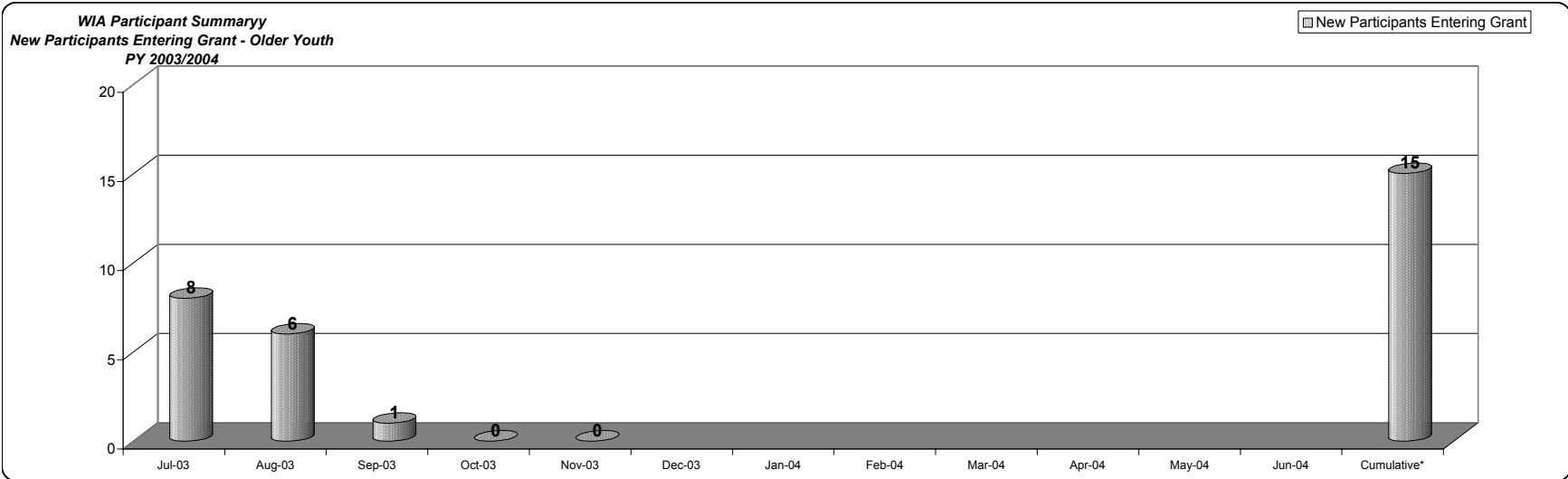
| Program Activities/Services Summary | Enrolled |        |        |        |        |        |        |        |        |        |        |        | Cumulative* | Part. Plan<br>PY 03/04 |     |
|-------------------------------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|------------------------|-----|
|                                     | Jul-03   | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 |             |                        |     |
| Core Services (Registered)          | 123      | 124    | 125    | 100    | 101    |        |        |        |        |        |        |        |             | 127                    | 420 |
| Intensive Services                  | 89       | 89     | 92     | 79     | 80     |        |        |        |        |        |        |        |             | 94                     | 60  |
| Training Services                   | 49       | 50     | 50     | 42     | 43     |        |        |        |        |        |        |        |             | 51                     | 60  |
| Youth Services                      | 0        | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        |             | 0                      |     |
| Concurrent Program Participants     | 14       | 15     | 15     | 13     | 13     |        |        |        |        |        |        |        |             | 15                     |     |
| Individual Training Accounts        | 24       | 24     | 24     | 21     | 21     |        |        |        |        |        |        |        |             | 24                     |     |
| Goals Set (Younger Youth Only)      | 0        | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        |             | 0                      |     |



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.

**WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH**  
**PY 2003/2004**  
**Report Range 07/2003 to 11/2003**

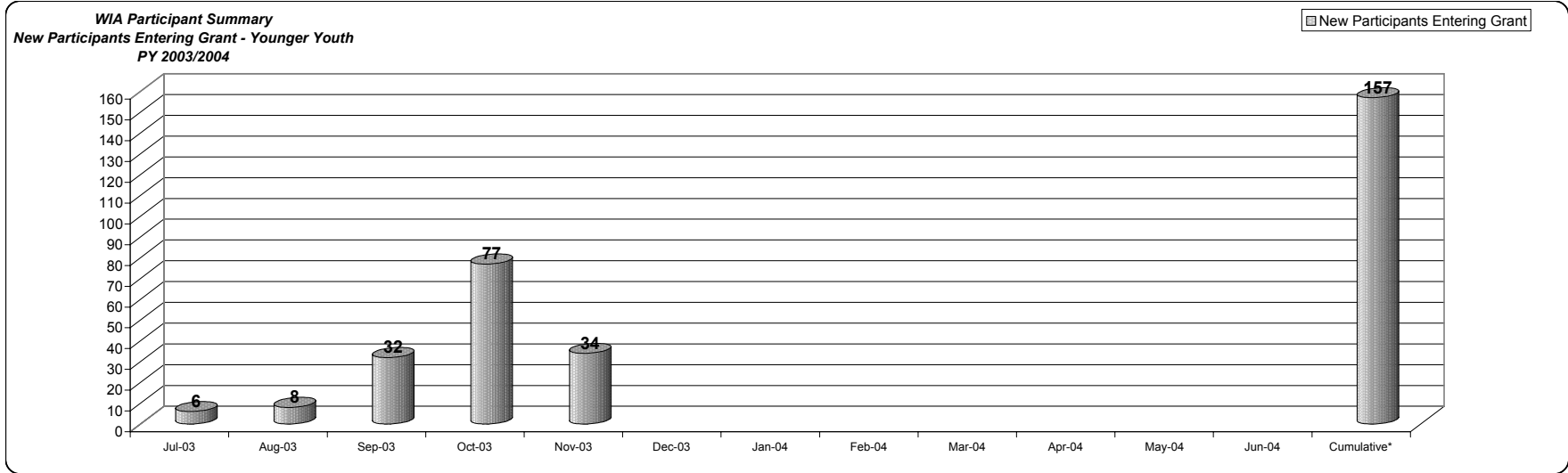
|  | Adult           |        |        |        |        |        |        |        |        |        |        |        | Part. Plan<br>PY 03/04 |             |
|--|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------------------|-------------|
|  | Jul-03          | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 |                        | Cumulative* |
| <b>Total Participants</b>                      | 150             | 156    | 157    | 157    | 157    |        |        |        |        |        |        |        | 157                    | 288         |
| Participants Carried In                        | 142             | 150    | 156    | 157    | 157    |        |        |        |        |        |        |        | 142                    | 163         |
| New Participants Entering Grant                | 8               | 6      | 1      | 0      | 0      |        |        |        |        |        |        |        | 15                     | 125         |
| <b>Total Participants Exiting WI</b>           | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0                      | 100         |
| Entered Unsubsidized Employment                | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0                      | 30          |
| Training Related                               | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0                      | 10          |
| Entered Military Service                       | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0                      |             |
| Entered Qualified Apprenticeship Program       | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0                      |             |
| Entered Post-Secondary Education               | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0                      | 5           |
| Entered Advanced Training                      | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0                      |             |
| Attained Recognized Certificate/Diploma/Degree | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0                      |             |
| Attained High School Diploma/GED               | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0                      |             |
| Returned to Secondary School (Youth Only)      | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0                      |             |
| Exits Excluded from Performance                | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0                      |             |
| Other Exits                                    | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0                      | 20          |
| <b>Program Activities/Services Summary</b>     | <b>Enrolled</b> |        |        |        |        |        |        |        |        |        |        |        |                        |             |
| Core Services (Registered)                     | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0                      |             |
| Intensive Services                             | 139             | 145    | 146    | 146    | 146    |        |        |        |        |        |        |        | 146                    |             |
| Training Services                              | 81              | 85     | 88     | 88     | 88     |        |        |        |        |        |        |        | 88                     |             |
| Youth Services                                 | 114             | 120    | 121    | 121    | 121    |        |        |        |        |        |        |        | 121                    |             |
| Concurrent Program Participants                | 136             | 141    | 142    | 142    | 142    |        |        |        |        |        |        |        | 142                    |             |
| Individual Training Accounts                   | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0                      |             |
| Goals Set (Younger Youth Only)                 | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0                      |             |



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**WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH**  
**PY 2003/2004**  
**Report Range 07/2003 to 10/2003**

|  | Adult           |        |        |        |        |        |        |        |        |        |        |        | Participant |             |
|--|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|-------------|
|  | Jul-03          | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 |             | Cumulative* |
| <b>Total Participants</b>                      | 531             | 498    | 404    | 446    | 478    |        |        |        |        |        |        |        | 682         | 1,160       |
| Participants Carried In                        | 525             | 490    | 372    | 369    | 444    |        |        |        |        |        |        |        | 525         | 790         |
| New Participants Entering Grant                | 6               | 8      | 32     | 77     | 34     |        |        |        |        |        |        |        | 157         | 370         |
| <b>Total Participants Exiting WI</b>           | 41              | 126    | 35     | 2      | 2      |        |        |        |        |        |        |        | 206         | 430         |
| Entered Unsubsidized Employment                | 5               | 25     | 4      | 1      | 1      |        |        |        |        |        |        |        | 36          | 80          |
| Training Related                               | 8               | 3      | 3      | 1      | 0      |        |        |        |        |        |        |        | 15          | 25          |
| Entered Military Service                       | 0               | 3      | 0      | 0      | 1      |        |        |        |        |        |        |        | 4           | 4           |
| Entered Qualified Apprenticeship Program       | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0           | 10          |
| Entered Post-Secondary Education               | 13              | 29     | 13     | 1      | 0      |        |        |        |        |        |        |        | 56          | 135         |
| Entered Advanced Training                      | 0               | 1      | 0      | 0      | 0      |        |        |        |        |        |        |        | 1           | 6           |
| Attained Recognized Certificate/Diploma/Degree | 38              | 116    | 27     | 1      | 0      |        |        |        |        |        |        |        | 182         |             |
| Attained High School Diploma/GED               | 38              | 117    | 28     | 1      | 0      |        |        |        |        |        |        |        | 184         | 350         |
| Returned to Secondary School (Youth Only)      | 2               | 4      | 1      | 0      | 1      |        |        |        |        |        |        |        | 8           | 10          |
| Exits Excluded from Performance                | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0           |             |
| Other Exits                                    | 41              | 126    | 35     | 2      | 2      |        |        |        |        |        |        |        | 206         | 400         |
| <b>Program Activities/Services Summary</b>     | <b>Enrolled</b> |        |        |        |        |        |        |        |        |        |        |        |             |             |
| Core Services (Registered)                     | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0           |             |
| Intensive Services                             | 96              | 103    | 104    | 104    | 104    |        |        |        |        |        |        |        | 104         |             |
| Training Services                              | 70              | 77     | 78     | 78     | 78     |        |        |        |        |        |        |        | 78          |             |
| Youth Services                                 | 522             | 488    | 395    | 437    | 469    |        |        |        |        |        |        |        | 673         |             |
| Concurrent Program Participants                | 471             | 439    | 341    | 362    | 388    |        |        |        |        |        |        |        | 583         |             |
| Individual Training Accounts                   | 0               | 0      | 0      | 0      | 0      |        |        |        |        |        |        |        | 0           |             |
| Goals Set (Younger Youth Only)                 | 12              | 15     | 42     | 87     | 37     |        |        |        |        |        |        |        | 193         | 650         |



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.



| Code                           | Description                  | Adult |            | Youth |            | Dislocated Worker |            | Totals |            | Grand Total |
|--------------------------------|------------------------------|-------|------------|-------|------------|-------------------|------------|--------|------------|-------------|
|                                |                              | New   | Carry Over | New   | Carry Over | New               | Carry Over | New    | Carry Over |             |
| CORE B                         | 10 FOLLOW UP SRVCS CNSLNG    | 7     | 27         |       |            | 2                 | 50         | 9      | 77         | 86          |
|                                | 11 STAFF ASSIST JOB DEVELOP  |       |            |       |            |                   |            |        |            |             |
|                                | 12 STAFF ASSIST JOB REFER    |       | 1          |       |            |                   |            |        | 1          | 1           |
|                                | 13 STAFF ASSIST JOB SRCH     |       | 29         |       |            |                   | 28         |        | 57         | 57          |
|                                | 14 STAFF ASSIST WRKSHP       |       |            |       |            |                   |            |        |            |             |
|                                | 15 OTHER CORE SERVICES       | 3     | 1          |       |            | 1                 |            | 4      | 1          | 5           |
|                                | 16 NON WIA FUNDED SERVICES   |       |            |       |            |                   |            |        |            |             |
| 17 CO-ENROLLED CORE SERVICES   |                              |       |            |       |            |                   |            |        |            |             |
| INTENSIVE                      | 30 CASE MGMT FOR PARTIC      | 2     | 35         | 25    | 117        | 1                 | 19         | 28     | 171        | 199         |
|                                | 31 COMPREHENSIVE ASSESSMNTS  | 1     |            |       | 1          | 1                 | 1          | 2      | 2          | 4           |
|                                | 32 DEVELOP INDIV EMPL PLAN   | 1     | 2          |       | 1          | 1                 | 1          | 2      | 4          | 6           |
|                                | 33 GROUP COUNSELING          |       |            |       |            |                   |            |        |            |             |
|                                | 34 EMPL EXPERIENCE           |       |            |       | 12         |                   |            |        | 12         | 12          |
|                                | 35 INDIV CNSLNG CAREER PLAN  |       |            |       | 5          |                   | 1          |        | 6          | 6           |
|                                | 36 OUT OF AREA JOB SEARCH    |       |            |       |            |                   |            |        |            |             |
|                                | 37 RELOCATION EXPENSES       |       |            |       |            |                   |            |        |            |             |
|                                | 38 SHORT TERM PREVOC SRVCS   |       |            |       |            |                   |            |        |            |             |
|                                | 39 INTERNSHIPS               |       |            |       |            |                   |            |        |            |             |
|                                | 40 OTHER INTENSIVE SRVCS     |       |            |       |            |                   | 2          |        | 2          | 2           |
|                                | 41 NONWIA FUND INTENS SRVCS  |       |            |       |            |                   |            |        |            |             |
| 42 CO-ENROLLED INTENSIVE SRVCS |                              |       |            |       |            |                   |            |        |            |             |
| TRAINING                       | 50 ADULT EDUCATION           |       |            |       | 16         |                   |            |        | 16         | 16          |
|                                | 51 CUSTOMIZED TRAINING       |       |            |       |            |                   |            |        |            |             |
|                                | 52 ENTREPRENEURIAL TRAINING  |       |            | 9     | 4          |                   |            | 9      | 4          | 13          |
|                                | 53 JOB READINESS TRAINING    |       |            |       | 3          |                   |            |        | 3          | 3           |
|                                | 54 OCCUP SKILLS TRAINING     |       | 24         | 4     | 40         |                   | 5          | 4      | 69         | 73          |
|                                | 55 ON THE JOB TRAINING       | 1     | 1          |       | 2          |                   |            | 1      | 3          | 4           |
|                                | 56 PRIVATE SECTOR TRAINING   |       |            |       |            |                   |            |        |            |             |
|                                | 57 SKILL UPGRADNG RETRNG     |       |            |       |            |                   |            |        |            |             |
|                                | 58 WRKPLCE TRNG AND COOP ED  |       |            |       |            |                   |            |        |            |             |
|                                | 59 OTHER TRAINING SRVCS      |       |            |       |            |                   |            |        |            |             |
|                                | 60 NON-WIA FUNDED TRNG SRVCS | 4     | 15         |       |            | 2                 | 11         | 6      | 26         | 32          |
| 61 CO-ENROLLED TRAINING SRVCS  |                              |       |            |       |            |                   |            |        |            |             |
| YOUTH                          | 70 SUMMER RELATED            |       |            |       |            |                   |            |        |            |             |
|                                | 71 EDUCATNL ACHVMNT SRVCS    |       |            | 166   | 189        |                   |            | 166    | 189        | 355         |
|                                | 72 EMPLOYMENT SERVICES       |       |            | 138   | 167        |                   |            | 138    | 167        | 305         |
|                                | 73 CITIZEN LEADERSHIP SRVCS  |       |            | 1     | 4          |                   |            | 1      | 4          | 5           |
|                                | 74 OTHER YOUTH SERVICES      |       |            |       | 2          |                   |            |        | 2          | 2           |
|                                | 75 NONWIA FUNDED YOUTH SRVCS |       |            |       |            |                   |            |        |            |             |
|                                | 76 CO-ENROLLED YOUTH SRVCS   |       |            |       |            |                   |            |        |            |             |
| MISC.                          | 80 OTHER JTPA                |       |            |       |            |                   |            |        |            |             |
|                                | 81 SUPPORTIVE SERVICES       | 4     | 43         | 3     | 65         | 3                 | 23         | 10     | 131        | 141         |
|                                | 82 NEEDS RELATED PAYMENT     |       |            |       |            |                   |            |        |            |             |
|                                | 83 BREAK IN SERVICE          | 1     |            |       |            |                   |            | 1      |            | 1           |
|                                | 84 NON-WIA FUNDED MISC       |       |            |       |            |                   |            |        |            |             |
|                                | 85 CO-ENROLLED MISCELLANEOUS |       |            |       |            |                   |            |        |            |             |
| TOTAL                          |                              | 24    | 178        | 346   | 628        | 11                | 141        | 381    | 947        | 1328        |

**WIA Participant Characteristics Summary**  
**Report Period: 7/2003 to 11/2003**  
**Data as of: 12/29/2003**

|  | Adult    |           | Dislocated Workers |           | Older Youth |           | Younger Youth |           | All Programs |            |
|--|----------|-----------|--------------------|-----------|-------------|-----------|---------------|-----------|--------------|------------|
|  | Enrolled | % of Tot. | Enrolled           | % of Tot. | Enrolled    | % of Tot. | Enrolled      | % of Tot. | Enrolled     | % of Total |
| <b>Total Participants</b>                                  | 228      | 100.0%    | 127                | 100.0%    | 157         | 100.0%    | 682           | 100.0%    | 1,194        | 100.0%     |
| <b>Gender</b>  |          |           |                    |           |             |           |               |           |              |            |
| Female   | 145      | 63.6%     | 55                 | 43.3%     | 78          | 49.7%     | 343           | 50.3%     | 621          | 52.0%      |
| Male   | 83       | 36.4%     | 72                 | 56.7%     | 79          | 50.3%     | 339           | 49.7%     | 573          | 48.0%      |
| <b>Age</b>   |          |           |                    |           |             |           |               |           |              |            |
| 14 - 18  | 8        | 3.5%      | 2                  | 1.6%      | 0           | 0.0%      | 682           | 100.0%    | 692          | 58.0%      |
| 19 - 21  | 38       | 16.7%     | 3                  | 2.4%      | 157         | 100.0%    | 0             | 0.0%      | 198          | 16.6%      |
| 22 - 29  | 81       | 35.5%     | 32                 | 25.2%     | 0           | 0.0%      | 0             | 0.0%      | 113          | 9.5%       |
| 30 - 44  | 7        | 3.1%      | 57                 | 44.9%     | 0           | 0.0%      | 0             | 0.0%      | 64           | 5.4%       |
| 45 - 54  | 19       | 8.3%      | 24                 | 18.9%     | 0           | 0.0%      | 0             | 0.0%      | 43           | 3.6%       |
| 55 - 61  | 5        | 2.2%      | 7                  | 5.5%      | 0           | 0.0%      | 0             | 0.0%      | 12           | 1.0%       |
| 62 - 64  | 0        | 0.0%      | 2                  | 1.6%      | 0           | 0.0%      | 0             | 0.0%      | 2            | 0.2%       |
| 65 and Older   | 0        | 0.0%      | 0                  | 0.0%      | 0           | 0.0%      | 0             | 0.0%      | 0            | 0.0%       |
| <b>Race/Ethnicity</b>                                      |          |           |                    |           |             |           |               |           |              |            |
| America Indian/Alaskan Native                              | 2        | 0.9%      | 0                  | 0.0%      | 1           | 0.6%      | 7             | 1.0%      | 10           | 0.8%       |
| Asian  | 22       | 9.6%      | 3                  | 2.4%      | 22          | 14.0%     | 138           | 20.2%     | 185          | 15.5%      |
| Black/African American                                     | 22       | 9.6%      | 7                  | 5.5%      | 24          | 15.3%     | 49            | 7.2%      | 102          | 8.5%       |
| Hawaiian Native/Other Pacific Islander                     | 5        | 2.2%      | 1                  | 0.8%      | 0           | 0.0%      | 9             | 1.3%      | 15           | 1.3%       |
| White  | 107      | 46.9%     | 46                 | 36.2%     | 30          | 19.1%     | 89            | 13.0%     | 272          | 22.8%      |
| Ethnicity Hispanic or Lation                               | 77       | 33.8%     | 73                 | 57.5%     | 85          | 54.1%     | 408           | 59.8%     | 643          | 53.9%      |
| <b>Veterans Status</b>                                     |          |           |                    |           |             |           |               |           |              |            |
| Total Veterans   | 11       | 4.8%      | 14                 | 11.0%     | 0           | 0.0%      | 1             | 0.1%      | 26           | 2.2%       |
| Campaign Veteran   | 7        | 3.1%      | 11                 | 8.7%      | 0           | 0.0%      | 0             | 0.0%      | 18           | 1.5%       |
| Disabled Veteran   | 0        | 0.0%      | 0                  | 0.0%      | 0           | 0.0%      | 0             | 0.0%      | 0            | 0.0%       |
| Recently Separated Veteran                                 | 2        | 0.9%      | 4                  | 3.1%      | 0           | 0.0%      | 1             | 0.1%      | 7            | 0.6%       |
| Spouse of Veteran  | 0        | 0.0%      | 0                  | 0.0%      | 0           | 0.0%      | 1             | 0.1%      | 1            | 0.1%       |
| <b>Labor Force Status</b>                                  |          |           |                    |           |             |           |               |           |              |            |
| Employed   | 121      | 53.1%     | 2                  | 1.6%      | 16          | 10.2%     | 22            | 3.2%      | 161          | 13.5%      |
| Unemployed   | 107      | 46.9%     | 125                | 98.4%     | 140         | 89.2%     | 659           | 96.6%     | 1,031        | 86.3%      |
| <b>Public Assistance Status</b>                            |          |           |                    |           |             |           |               |           |              |            |
| TANF   | 10       | 4.4%      | 3                  | 2.4%      | 13          | 8.3%      | 220           | 32.3%     | 246          | 20.6%      |
| GA, RCA, or SSI  | 4        | 1.8%      | 2                  | 1.6%      | 5           | 3.2%      | 56            | 8.2%      | 67           | 5.6%       |
| Pell Grant Recipient                                       | 9        | 3.9%      | 4                  | 3.1%      | 1           | 0.6%      | 2             | 0.3%      | 16           | 1.3%       |
| Food Stamps  | 23       | 10.1%     | 12                 | 9.4%      | 28          | 17.8%     | 270           | 39.6%     | 333          | 27.9%      |
| <b>Education Status</b>                                    |          |           |                    |           |             |           |               |           |              |            |
| Student, High School or Less                               | 0        | 0.0%      | 2                  | 1.6%      | 1           | 0.6%      | 570           | 83.6%     | 573          | 48.0%      |
| Student, Attending Post High School                        | 54       | 23.7%     | 21                 | 16.5%     | 0           | 0.0%      | 0             | 0.0%      | 75           | 6.3%       |
| Out-of-School, High School Dropout                         | 4        | 1.8%      | 5                  | 3.9%      | 32          | 20.4%     | 24            | 3.5%      | 65           | 5.4%       |
| Out-of-School, High School Grad, with Employ Difficulty    | 36       | 15.8%     | 43                 | 33.9%     | 124         | 79.0%     | 88            | 12.9%     | 291          | 24.4%      |
| Out-of-School, HSG, No Employ Diff. (Counted as In-School) | 134      | 58.8%     | 56                 | 44.1%     | 0           | 0.0%      | 0             | 0.0%      | 190          | 15.9%      |
| <b>Unemployment Insurance Status</b>                       |          |           |                    |           |             |           |               |           |              |            |
| UI Claimant  | 8        | 3.5%      | 82                 | 64.6%     | 5           | 3.2%      | 1             | 0.1%      | 96           | 8.0%       |
| UI Exhaustee   | 7        | 3.1%      | 18                 | 14.2%     | 2           | 1.3%      | 1             | 0.1%      | 28           | 2.3%       |
| <b>Barriers To Employment</b>                              |          |           |                    |           |             |           |               |           |              |            |
| Disabled   | 5        | 2.2%      | 3                  | 2.4%      | 3           | 1.9%      | 109           | 16.0%     | 120          | 10.1%      |
| Limited Eng. Proficiency                                   | 1        | 0.4%      | 0                  | 0.0%      | 11          | 7.0%      | 80            | 11.7%     | 92           | 7.7%       |
| Single Parent  | 41       | 18.0%     | 21                 | 16.5%     | 23          | 14.6%     | 17            | 2.5%      | 102          | 8.5%       |
| Worker Profiling/Reemployment Services Referral            | 0        | 0.0%      | 3                  | 2.4%      | 0           | 0.0%      | 0             | 0.0%      | 3            | 0.3%       |
| Low Income   | 95       | 41.7%     | 58                 | 45.7%     | 154         | 98.1%     | 640           | 93.8%     | 947          | 79.3%      |
| Displaced Homemaker  | 0        | 0.0%      | 0                  | 0.0%      | 1           | 0.6%      | 0             | 0.0%      | 1            | 0.1%       |
| Offender   | 5        | 2.2%      | 11                 | 8.7%      | 13          | 8.3%      | 49            | 7.2%      | 78           | 6.5%       |
| Homeless   | 2        | 0.9%      | 0                  | 0.0%      | 5           | 3.2%      | 3             | 0.4%      | 10           | 0.8%       |
| Runaway Youth  | 0        | 0.0%      | 0                  | 0.0%      | 1           | 0.6%      | 5             | 0.7%      | 6            | 0.5%       |
| Pregnant/Parenting Youth                                   | 0        | 0.0%      | 0                  | 0.0%      | 31          | 19.7%     | 33            | 4.8%      | 64           | 5.4%       |
| Youth Needing Additional Assistance                        | 0        | 0.0%      | 0                  | 0.0%      | 151         | 96.2%     | 669           | 98.1%     | 820          | 68.7%      |
| Basic Literacy Skills Deficient                            | 19       | 8.3%      | 30                 | 23.6%     | 146         | 93.0%     | 645           | 94.6%     | 840          | 70.4%      |
| Substance Abuse  | 3        | 1.3%      | 0                  | 0.0%      | 4           | 2.5%      | 21            | 3.1%      | 28           | 2.3%       |
| Foster Youth   | 0        | 0.0%      | 0                  | 0.0%      | 1           | 0.6%      | 22            | 3.2%      | 23           | 1.9%       |