

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



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

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

Page 2

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 ¹		Retention ²		Earnings Change ³		Employment & Credential ⁴	
	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 ¹		Retention ²		Earnings Change ³		Employment & Credential ⁴	
	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 ¹		Retention ²		Earnings Change ³		Employment & Credential ⁴	
	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		3	
Veterans	0	---	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 ¹		Diploma or Equivalent ²		Retention Rate ³	
	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
Total Participants						
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

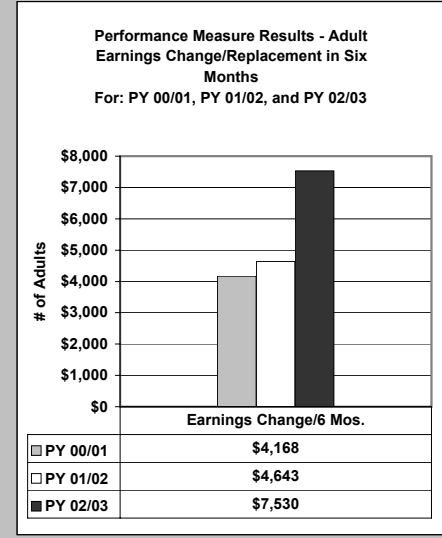
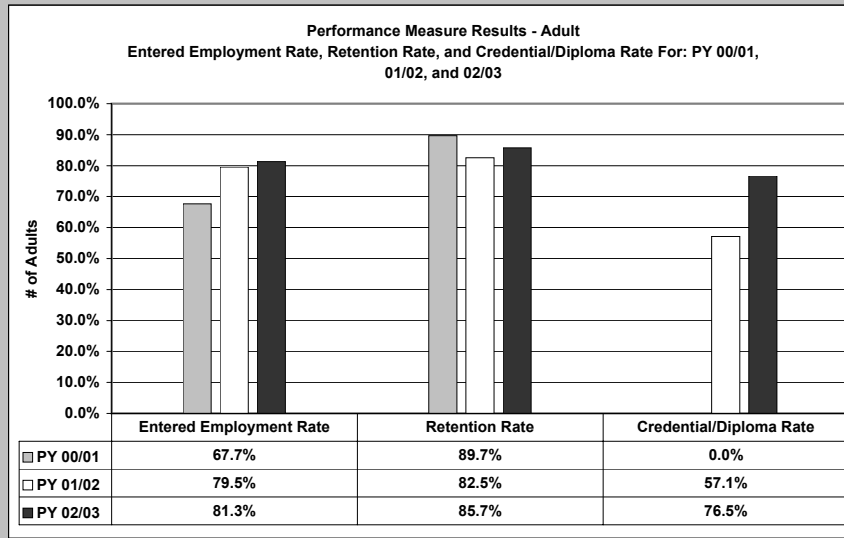
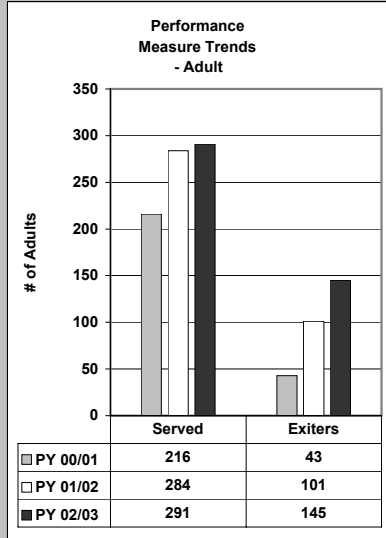
Final and Negotiated Performance Levels

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

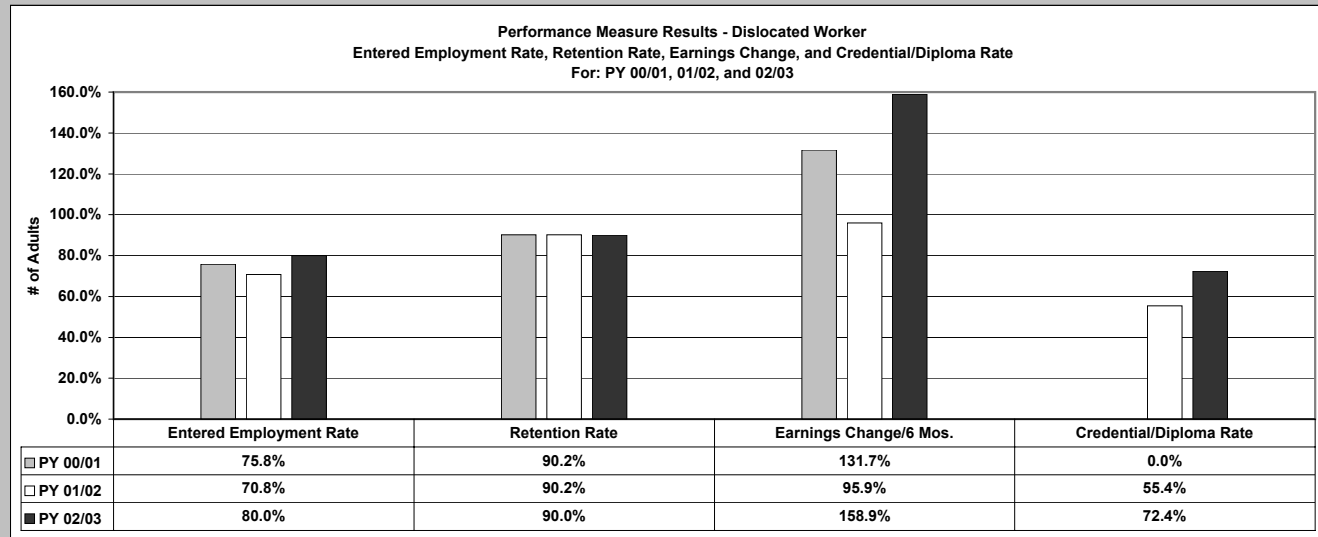
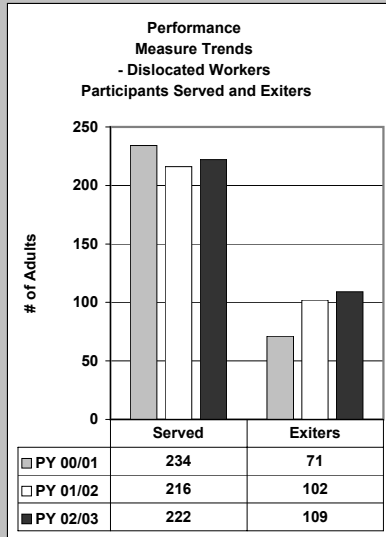
* in six months

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

Adult Program

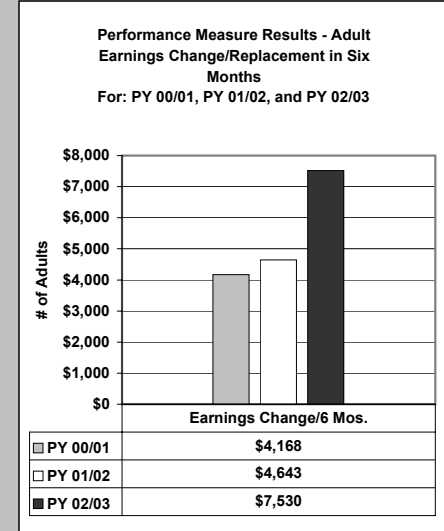
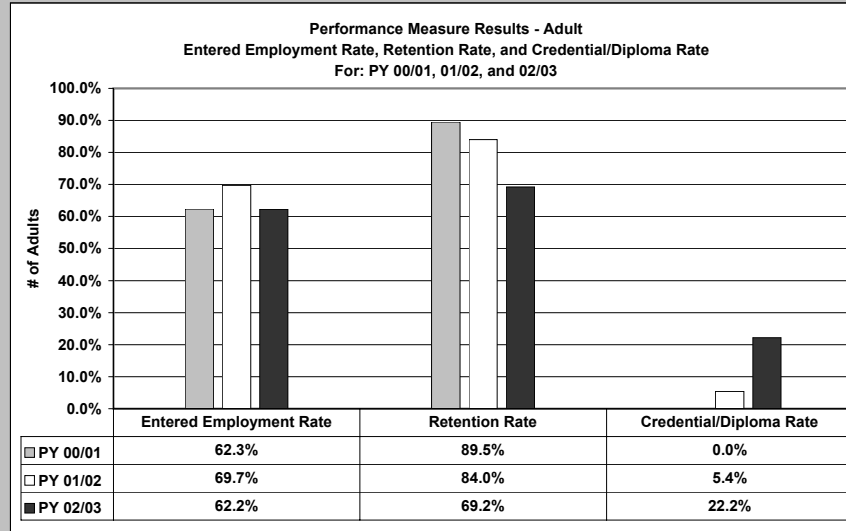
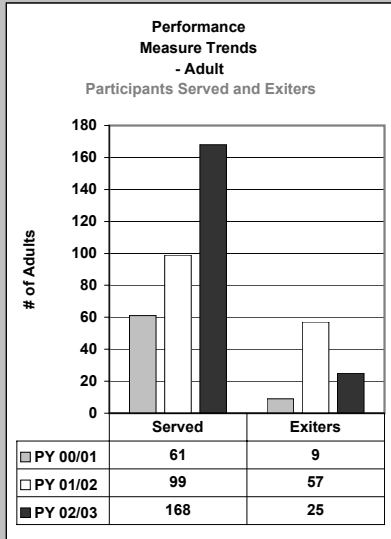


Dislocated Workers Program

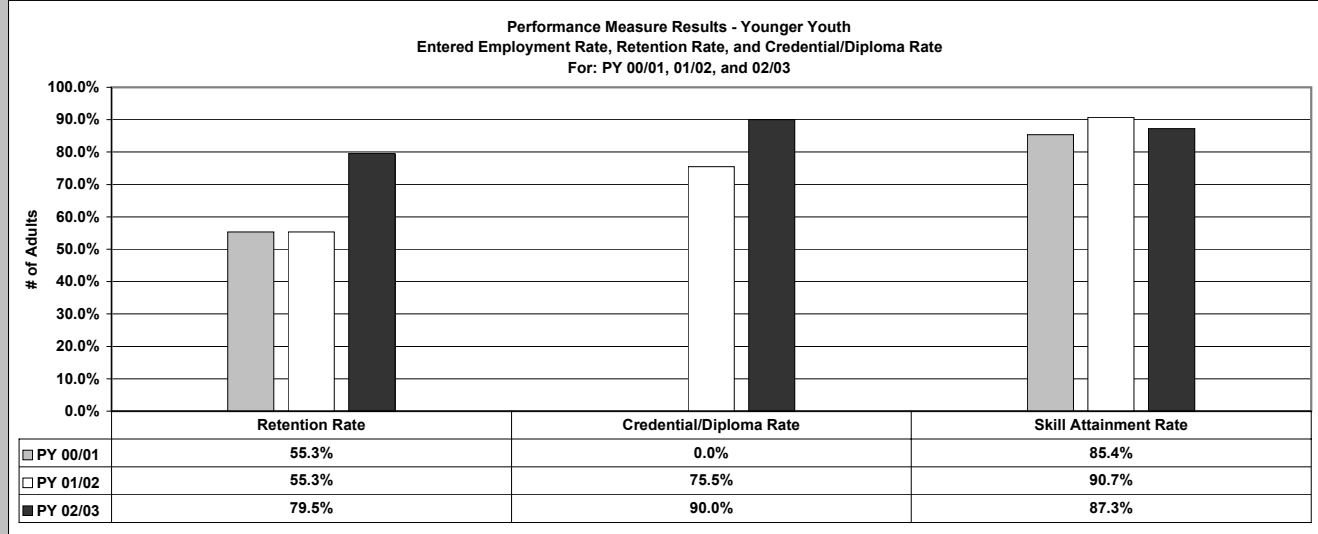
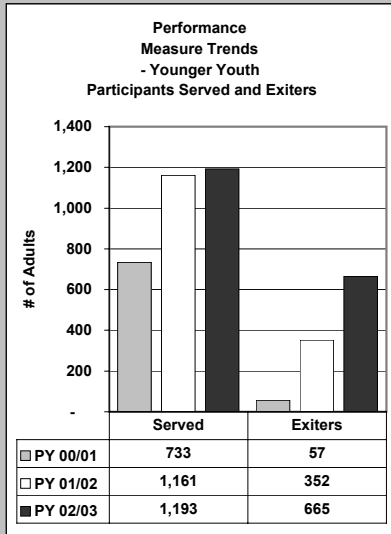


Performance Measure Trends for Program Years 2000/2001, 2001/2002, and 2002/2003 (Continued)

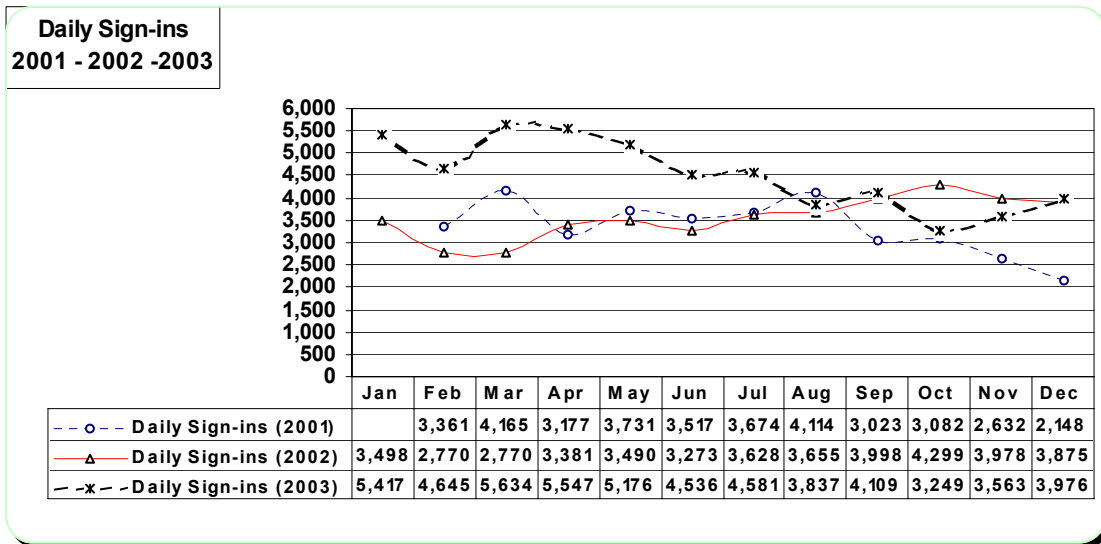
Older Youth Program



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 3rd 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.

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

	Dec 2002	Oct-03	Nov-03	Dec-03
Daily Sign-ins	3,875	3,249	3,563	3,976
Daily Questionnaires	2,030	1,407	1,225	1,691
First Visit	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?

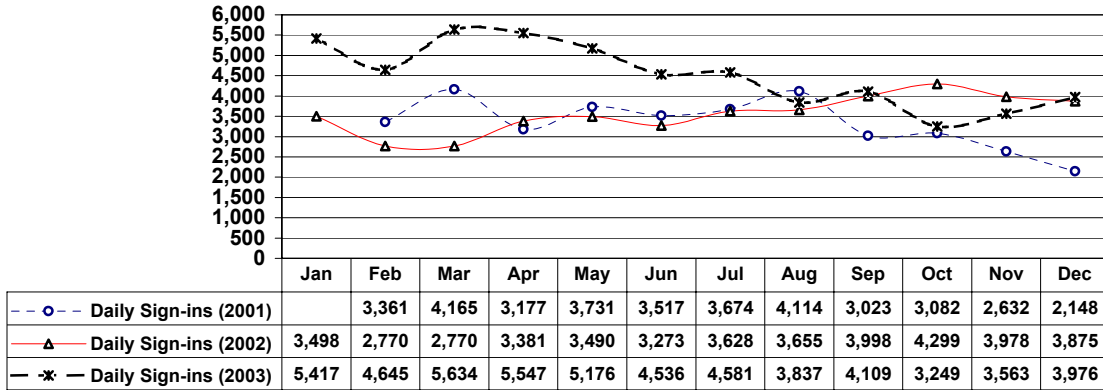
Newspaper ad	10	13	24	10
Radio ad	1	0	4	1
Flyer/Brochure	0	0	5	2
Friend/Family	49	6	35	9
EDD	15	11	28	14
Merced Mall	0	1	4	0
Billboard	7	2	5	0
TV ad	0	0	4	0
Internet	6	1	8	10
Walk-in	Na	23	55	31
CalWORKs	Na	19	30	11
Phonebook	Na	2	8	4

Na = Not Asked

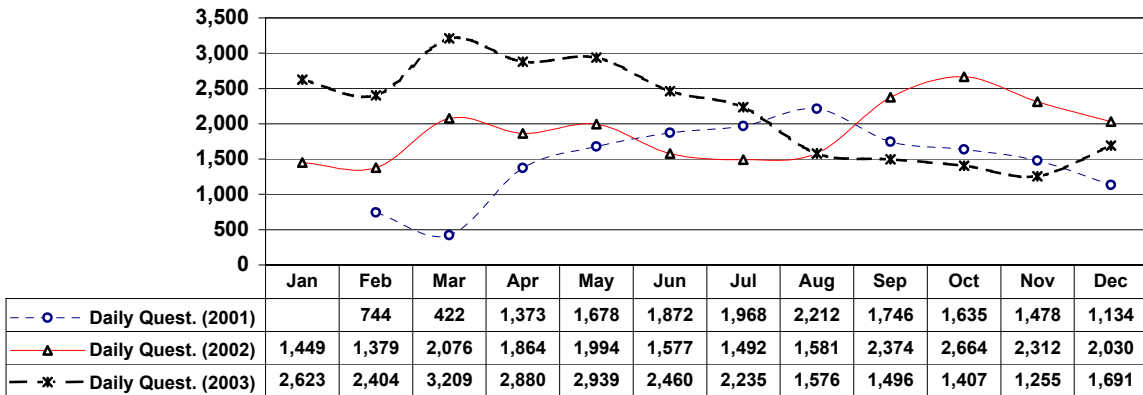
Marketing advertisements for December 2003.
 12/2-6, 9-13, 16-20/2003: Various Newspaper Ads
 12/1-30/2003: Radio Advertisements with KABX, KIBG, KBRE, and KYOS
 Worknet Signs placed inside all Merced "The Bus" buses.

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

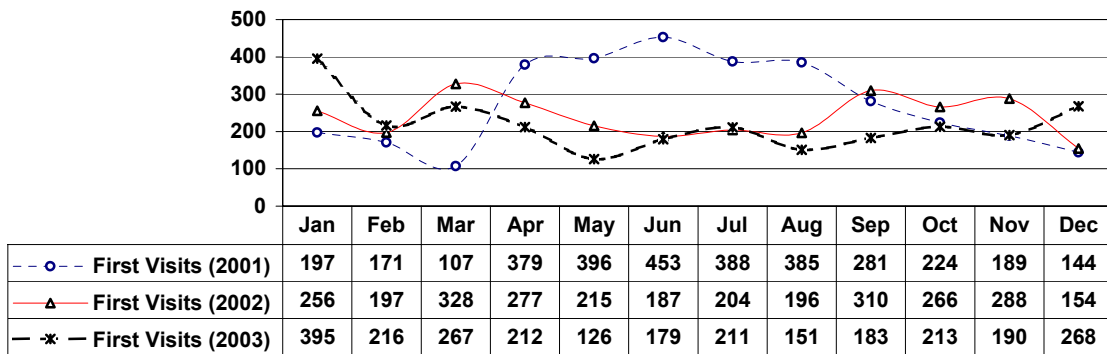
**Daily Sign-ins
2001 - 2002 - 2003**



**Daily Questionnaires
2001 - 2002 - 2003**



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



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

All Locations - December 2003

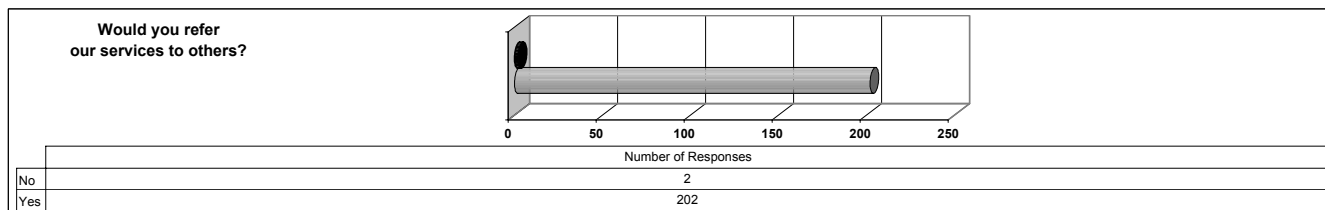
Excludes First Time Visitors - See First Impressions

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

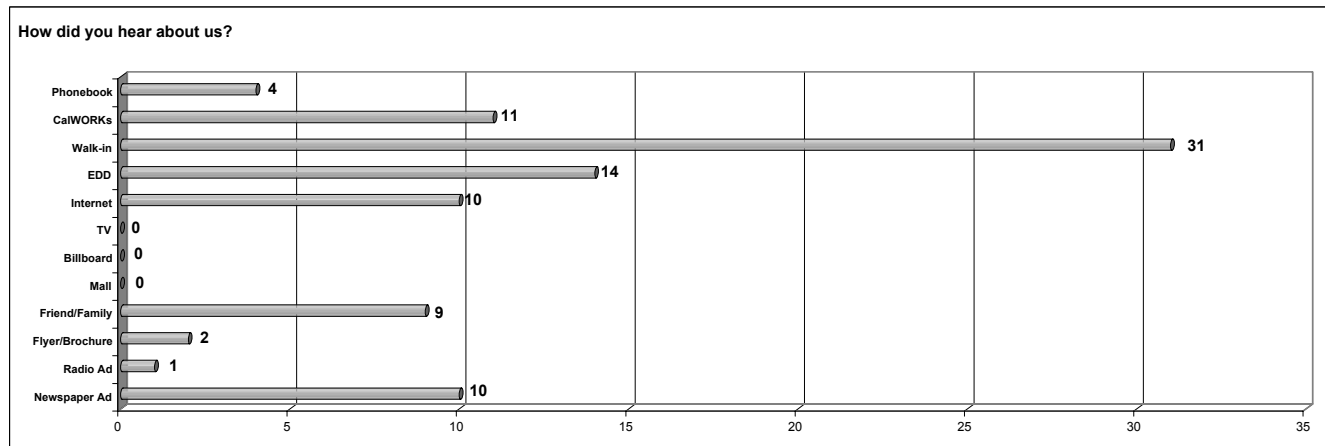
43%

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	
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	
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		

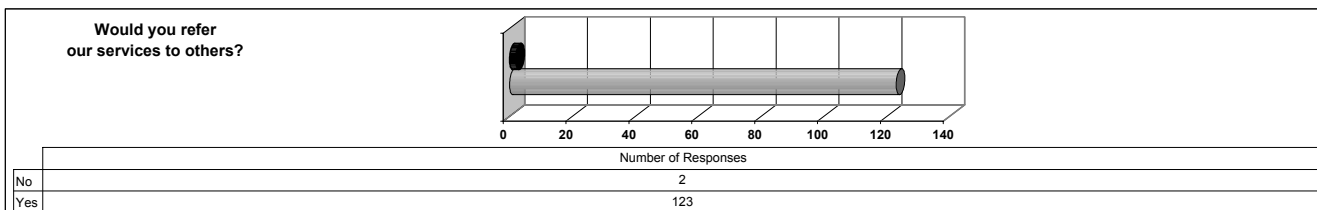
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
Merced - December 2003
Excludes First Time Visitors - See First Impressions

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

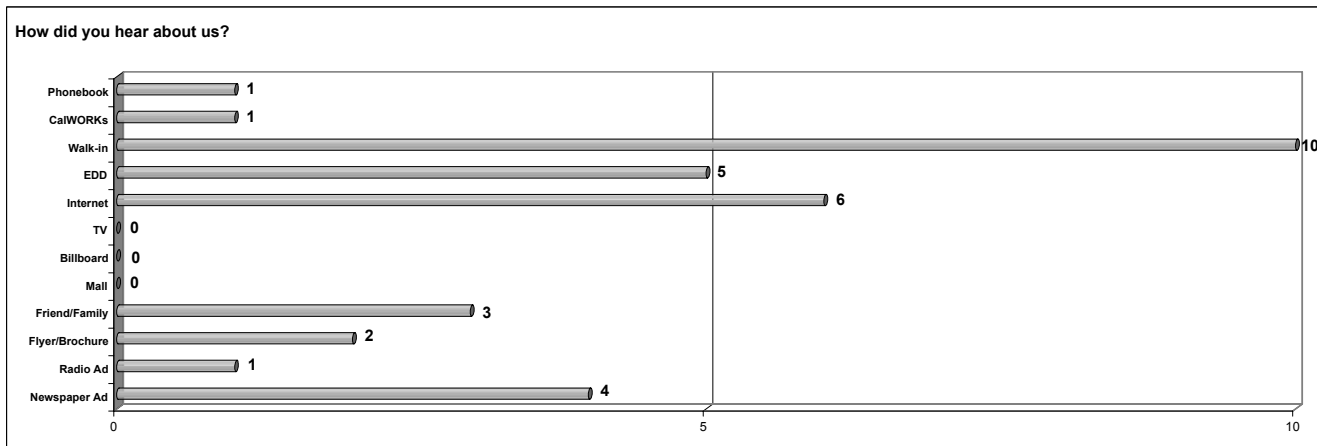
44%

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

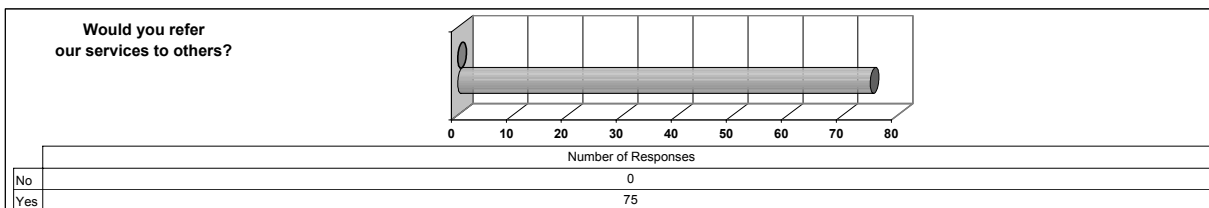
Excludes First Time Visitors - See First Impressions

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

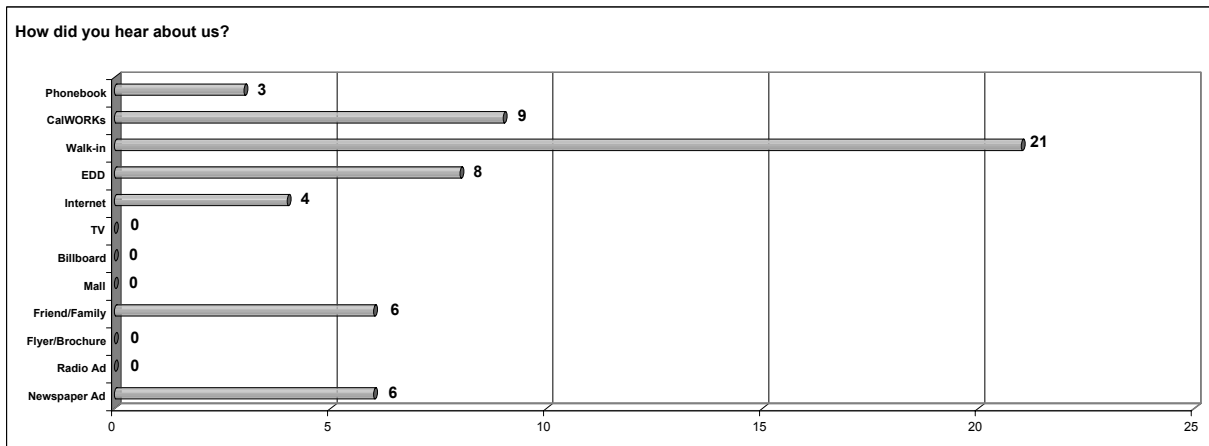
40%

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



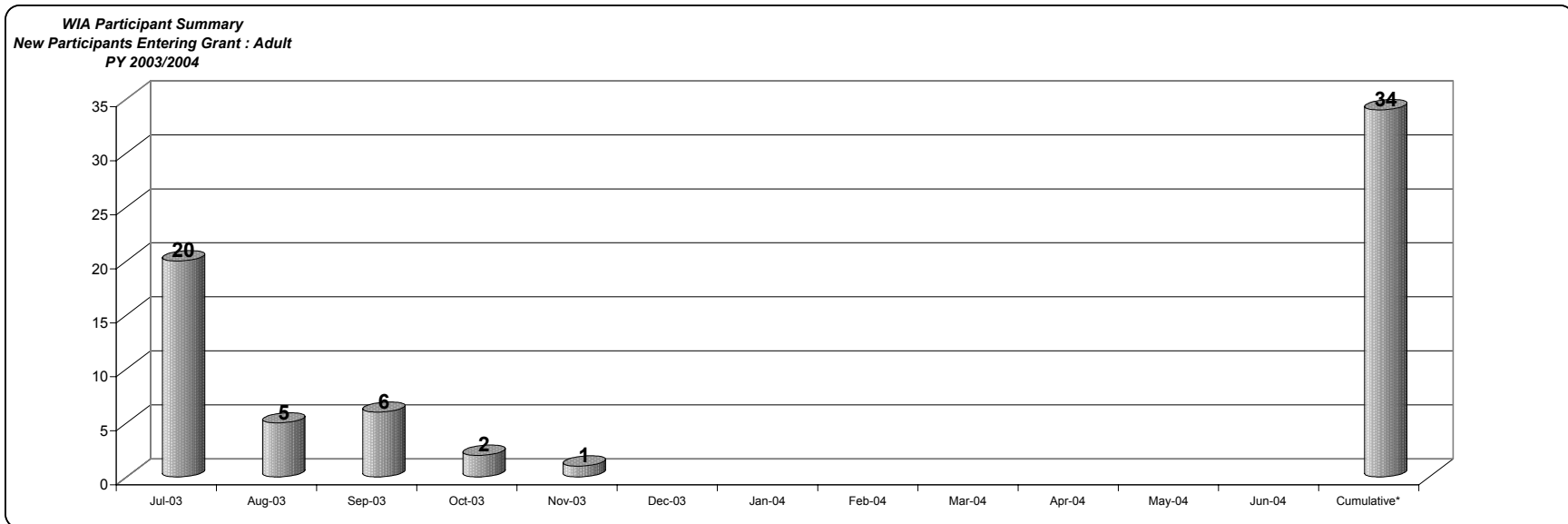
Service Data

	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
Total Participants	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
Total Participants Exiting WI	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.

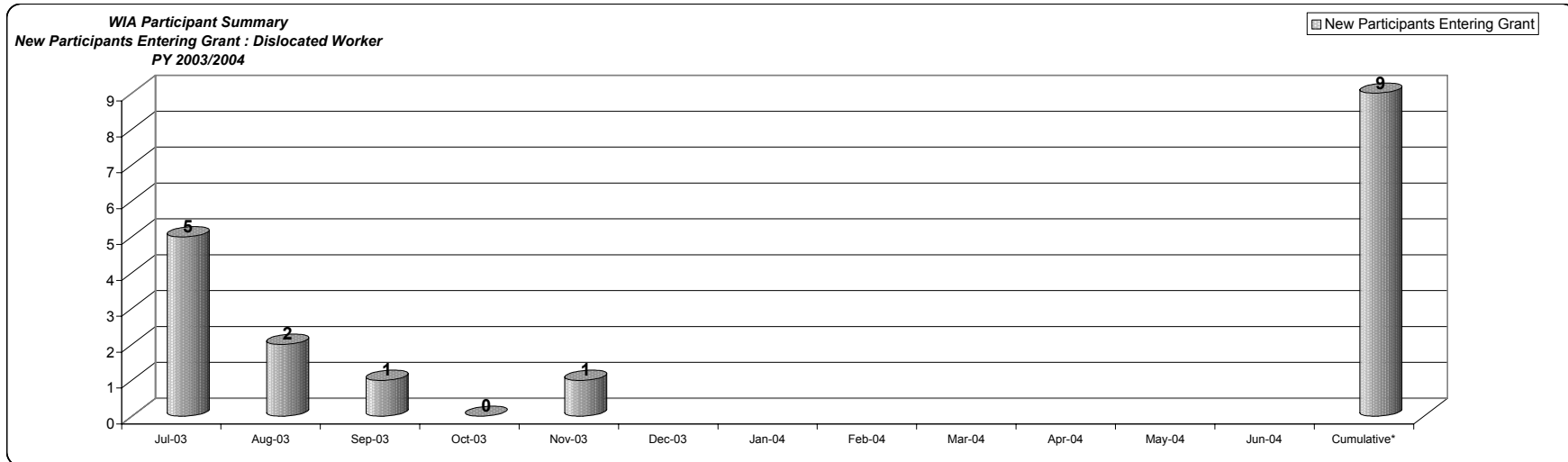
WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER

PY 2003/2004

Report Range 07/2003 to 11/2003

	Adult												Cumulative*	Part. Plan 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			
Total Participants	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
Total Participants Exiting WI	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

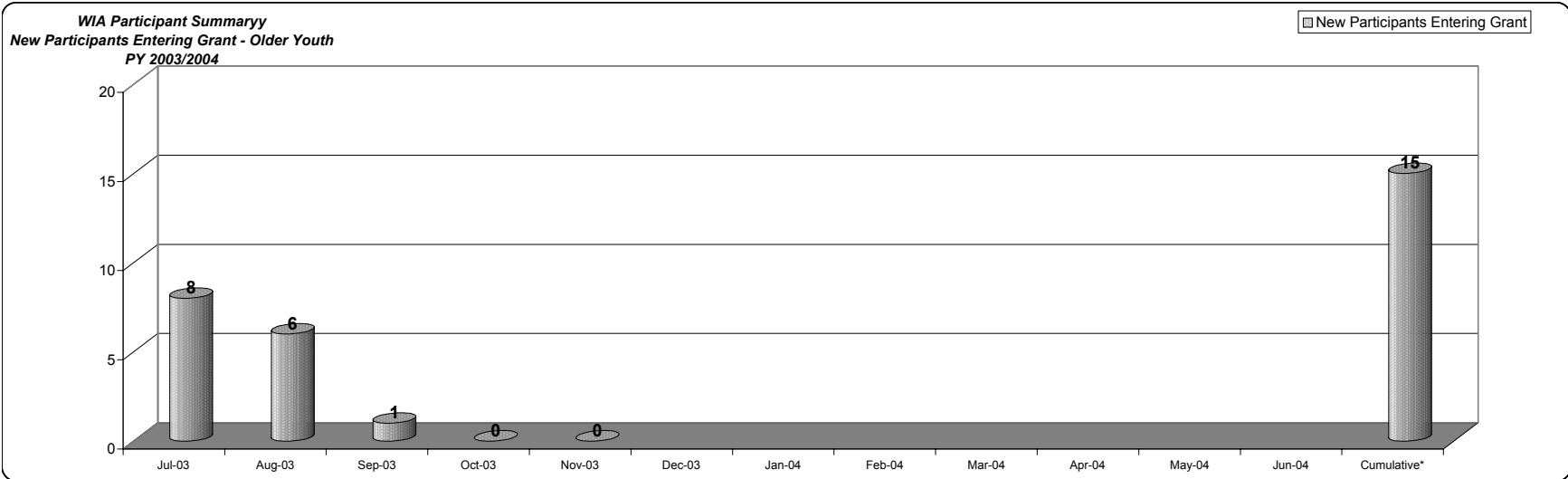
Program Activities/Services Summary	Enrolled												Cumulative*	Part. Plan PY 03/04	
	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04			
Core Services (Registered)	123	124	125	100	101									127	420
Intensive Services	89	89	92	79	80									94	60
Training Services	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

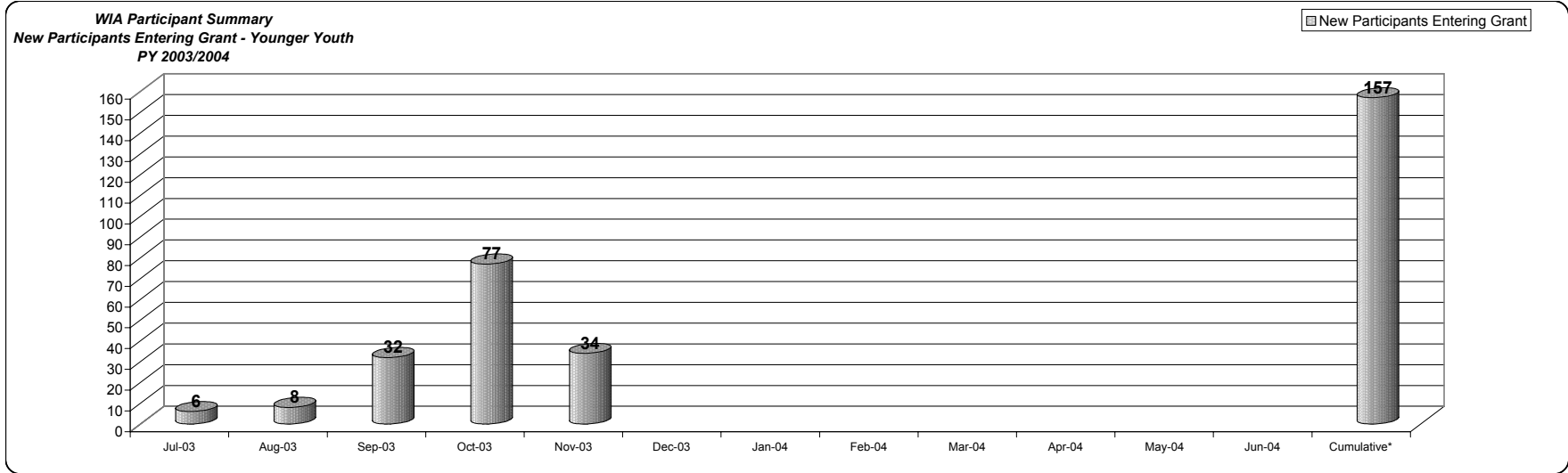
	Adult												Part. Plan PY 03/04	
	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04		Cumulative*
Total Participants	150	156	157	157	157								157	288
Participants Carried In	142	150	156	157	157								142	163
New Participants Entering Grant	8	6	1	0	0								15	125
Total Participants Exiting WI	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
Program Activities/Services Summary	Enrolled													
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	



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 - 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*
Total Participants	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
Total Participants Exiting WI	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
Program Activities/Services Summary	Enrolled													
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
Total Participants	228	100.0%	127	100.0%	157	100.0%	682	100.0%	1,194	100.0%
Gender										
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%
Age										
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%
Race/Ethnicity										
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%
Veterans Status										
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%
Labor Force Status										
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%
Public Assistance Status										
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%
Education Status										
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%
Unemployment Insurance Status										
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%
Barriers To Employment										
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%