

Workforce Investment Board of Merced County
Quality Assurance Committee
Department of Workforce Investment
1880 W. Wardrobe Ave, Merced – Large Conference Room
February 18, 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’s Plan to Address Key Themes in the Feedback Report
 - b. Worknet Employment Resource Center Management Tools
 - 1) Performance Measures as of October 2003-December 2003
 - 2) Performance Measure Trends
 - 3) Worknet Customer Service Data for January 2004
 - 4) WIA Participant Report Summary for PY 2003/2004
 - 5) Participant Characteristics Summary
 - c. Worknet Business Services
 7. Chair Comments.....
 8. Next Meeting Date/Time – March 26, 2004, 7:30–9:00 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

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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.

Leadership Team –Opportunities for Improvement Action Plan

Leadership/Strategic Planning (Category 1 & 2)

Clear Direction (What) Indicator	How Improvement Strategy	Who Process Owner	When Timeline	Measures of Success	Priority
1A. Come up with a viable method (initial and maintenance) of communication and problem solving among management and staff.	Start sharing Opportunities for Improvement with all partners and One-Stop staff at LT meetings (30 mins).	Leadership Team			
2A. Management and staff will be able to articulate the mission, vision, core values, goals and outcomes.		Strategic Planning Team (SPT) A. Baker, R. Keezer, C. Roberds, J. Gidcumb, K. Lee	a. SPT meeting in Mar '04 (partner mgt/line staff/-partners) b. May '04 - Action Plan in place c. Sept '04 - Implementation of Action Plan d. Dec '04 - Begin writing "new" strategic plan		
3A. Develop an Action Plan to implement strategic goals. (Use Merced Adult School model)	a. Provide Clear Direction b. Align mission, vision, goals and outcomes c. Link to Continuous Quality Improvement	Strategic Planning Team	a. ID participants b. Set dates/time/place c. Purpose of meeting - Accountability expectations - Problem solving/action group - Go over charge of certification process for "leadership" and "strategic plan" - ID problem areas/review mission/vision, strategic goals - Obligation of team to represent all partners of organization; i.e, line staff - ID task and timelines - Brainstorm action plan (using Merced Adult School model)		
4A. Analysis of strategic plan and objectives, and outcome analysis.		Strategic Planning Team			

Leadership Team - Opportunities for Improvement Action Plan

Customer and Market Focus (Category 3)

Clear Direction (What) Indicator	How Improvement	Who Process Owner	When Timeline	Measures of Success	Priority	Next Steps
1. Continuous Quality Improvement plan not well-defined.	<ol style="list-style-type: none"> 1. Obtain clear, concise data 2. Contact other area (6 counties) and compare prior/-current data for trends 3. Compare customer service needs <ol style="list-style-type: none"> a. Day Pass remarks b. Comments/complaints to agency staff 4. Staff training <ol style="list-style-type: none"> a. Certify b. Continuous improvement 	<ol style="list-style-type: none"> a. Leadership Team - derives strategic plan/SPT b. Worknet c. Partners 	<ol style="list-style-type: none"> a. Strategic Plan is ongoing b. Feb '04 - LT compile and develop c. Mar '04 - Implement 		High	Meet with LT to review/refine plan to reflect clear information
2. Development of more advanced Continuous Quality Improvement tools.	Research/review what is being used and how.				High	
3. Determine status of Continuous Quality Improvement teams.	Reorganization process in place	<ol style="list-style-type: none"> a. Leadership Team participate in process b. LT members volunteer to participate on CQI teams and Quality Council. 	Feb '04 - Contact EC and find out when CQI teams meet	New teams with LT members and staff	High	
4. What information other than the Day Pass is used for evaluation, planning and process or program management/improvement?	Find other methods to report, gather and compare information.	Worknet staff with support of LT.	<ol style="list-style-type: none"> a. Monthly/Quarterly b. One year comparison of all data/goals 	Clear/concise document with data showing info gathered from Day Pass is used in program planning, evaluation and program improvement.	High - Need to report by next meeting.	Have info compiled/ready for review, and make changes as necessary
5. What is the single point of contact for employers, and how do we meet employers' needs?	<ol style="list-style-type: none"> a. Develop employer packets b. Make presentations to staff, partners and community. c. Develop a system for employer contact and tracking results. 	Business Services Unit LT to support Business Competitiveness Team updates	<ol style="list-style-type: none"> a. Dec '03-Jan '04 Develop brochure and Complete skills testing b. Mar '04 - Have a systematic plan for employer contacts developed 			
6. Develop plan to maintain employer relationships, and ensure employers' needs are met.	This process will coincide with #5.					

Leadership Team - Opportunities for Improvement Action Plan

Human Resources (Category 5)

Clear Direction (What) Indicator	How Improvement Strategy	Who Process Owner	When Timeline	Measures of Success	Priority	Next Steps
1. Develop and deploy Workforce Development Professionals Certification to verify One-Stop staff competency.	1.a. Develop, deploy and verify the Workforce Development Professionals 12 Areas of Competency. 1.b. Following resources/research needed: 1) #2&12, PESCO quarterly 2) #7, Merced College 3) #3, EDD 4) #4, Rehab 5) #6, Dept of WI 6) #11, Merced College	Worknet LT Human Resources Team	1. Developed #1, will deploy in Mar and offer quarterly 2. Developed #2, will deploy in Feb and offer monthly 3. Developed #12, will deploy in Feb and offer monthly	Verify By: a. Revise competency indicators and base-line measures b. Develop master calendar c. Tracking d. Curriculum binder		Develop curriculum for 3 areas: #5, #8, #9

Process Management (Category 6)

Clear Direction (What) Indicator	How Improvement Strategy	Who Process Owner	When Timeline	Measures of Success	Priority	Next Steps
1. Clients referral process is inconsistent.	1. Create a step-by-step referral process that will include follow through and client tracking.	Process Mgt Team J. Melin B. Kelleher R. Bungcayao	1. Update draft procedure by 1/16/04 2. Coordinate developing an online form by 1/20/04 3. Implement 2/01/04	Referral form used consistently by all partners	High	Coordinate training with partners and One-Stop staff

Business Results (Category 7)

Clear Direction (What) Indicator	How Improvement Strategy	Who Process Owner	When Timeline	Measures of Success	Priority	Next Steps
1. Marketing Plan does not have tools to evaluate effectiveness.	1.a. Improve Day Pass for jobseekers, and get data to measure by: 1) Incentives/bribes for feedback 2) More staff assistance in completing survey 3) Expand questions to determine how customer heard about Worknet 4) Incorporate methods of evaluation into Marketing Plan	Combination of team members, staff, WIB committees, partners, county/city offices	Immediately/Ongoing	1. Tools/strategies are seen as developed and deployed 2. Amendment to Marketing Plan	High	Set up meetings with LT/WIB cmtes, and provide Marketing Plan
2. Business community is not familiar with all the Worknet services.	2.a. Improve data from employers by: 1) Direct mailings to employers to county/city agencies/offices who have contact with employers 2) Chamber inserts for mailing 3) BSU Marketing Plan/packet follow-up 4) Cultivate media relationships 5) Improve website/further use as a marketing tool, and utilize counters to track usage 6) Utilize countywide employer surveys 7) Use end-of-year report and Speakers Bureau 8) Incorporate methods of evaluation into Marketing Plan	Combination of team members, staff, WIB committees, partners, county/city offices	Immediately/Ongoing	1. Tools/strategies are seen as developed and deployed 2. Amendment to Marketing Plan	High	

Local WIA Performance Detail Report
 Quarterly Report: 10/2003 to 12/2003
 Data as of: 02/02/2004

Adult	Entered Employment ¹		Retention ²		Earnings Change ³		Employment & Credential ⁴	
	18	64.29%	83	86.46%	\$ 707,211.04	\$ 7,444.33	14	50.00%
	28		96		95		28	
	State Standard	Difference	State Standard	Difference	State Standard	Difference	State Standard	Difference
72.00%	-7.71%	81.00%	5.46%	\$ 3,400.00	\$ 4,044.33	50.00%	0.00%	

Special Populations

Public Assistance (Also Recd Trng or Intnsv Svcs)	1	33.33%	11	84.62%	\$ 120,432.40	\$ 9,264.03	0	0.00%
	3		13		13		5	
Veterans	2	100.00%	8	100.00%	\$ 67,992.09	\$ 8,499.01	2	100.00%
	2		8		8		2	
Disabled	2	40.00%	11	84.62%	\$ 53,440.27	\$ 4,110.79	0	0.00%
	5		13		13		2	
Older Individuals	3	50.00%	3	75.00%	\$ 653.67	\$ 163.42	2	28.57%
	6		4		4		7	

Other Outcomes

Training Services	15	71.43%	75	87.21%	\$ 621,699.05	\$ 7,314.11	14	50.00%
	21		86		85		28	
Only Core	0	---	1	50.00%	\$ 10,663.17	\$ 5,331.59	0	---
	0		2		2		0	
Intensive Services	3	42.86%	7	87.50%	\$ 74,848.82	\$ 9,356.10	0	---
	7		8		8		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: 10/2003 to 12/2003
 Data as of: 02/02/2004

Dislocated Workers	Entered Employment ¹		Retention ²		Earnings Change ³		Employment & Credential ⁴	
	17	65.38%	70	89.74%	\$ 970,560.33	157.64%	10	50.00%
	26		78		\$ 615,680.95		20	
	State Standard	Difference	State Standard	Difference	State Standard	Difference	State Standard	Difference
79.00%	-13.62%	88.00%	1.74%	96.00%	61.64%	58.00%	-8.00%	

Special Populations

Veterans	1	50.00%	13	100.00%	\$ 194,458.98	129.73%	0	0.00%
	2		13		\$ 149,900.64		1	
Disabled	0	0.00%	6	100.00%	\$ 74,953.22	149.56%	0	0.00%
	1		6		\$ 50,117.31		1	
Older Individuals	0	0.00%	3	75.00%	\$ 28,590.22	75.96%	1	25.00%
	3		4		\$ 37,637.52		4	
Displaced Homemaker	0	---	1	100.00%	\$ 8,524.40	---	0	---
	0		1		\$ -		0	

Other Outcomes

Training Services	12	63.16%	55	88.71%	\$ 821,642.93	186.20%	10	50.00%
	19		62		\$ 441,273.75		20	
Only Core	2	100.00%	12	100.00%	\$ 116,839.76	90.60%	0	---
	2		12		\$ 128,965.95		0	
Intensive Services	3	75.00%	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: 10/2003 to 12/2003
 Data as of: 02/02/2004

Older Youth	Entered Employment ¹		Retention ²		Earnings Change ³		Employment & Credential ⁴	
	0	---	17	77.27%	\$ 66,387.89	\$ 3,494.10	0	---
	0		22		19		0	
	State Standard	Difference	State Standard	Difference	State Standard	Difference	State Standard	Difference
66.00%	---	76.50%	0.77%	\$ 3,000.00	\$ 494.10	30.00%	---	

Special Populations

Public Assistance	0	---	3	100.00%	\$ 13,901.17	\$ 4,633.72	0	---
	0		3		3		0	
Veterans	0	---	0	---	\$ -	---	0	---
	0		0		0		0	
Disabled	0	---	0	---	\$ -	---	0	---
	0		0		0		0	
Out of School	0	---	17	77.27%	\$ 66,387.86	\$ 3,494.10	0	---
	0		22		19		0	

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: 10/2003 to 12/2003
 Data as of: 02/02/2004

Younger Youth	Skills Attainment ¹		Diploma or Equivalent ²		Retention Rate ³	
	31	54.39%	182	93.81%	361	78.82%
	57		194		458	
	State Standard	Difference	State Standard	Difference	State Standard	Difference
76.00%	-21.61%	55.00%	38.81%	53.00%	25.82%	

Special Populations

Public Assistance	5	50.00%	84	93.33%	139	73.94%
	10		90		188	
Disabled	6	66.67%	22	91.67%	72	67.29%
	9		24		107	
Out of School	3	18.75%	0	---	5	83.33%
	16		0		6	

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

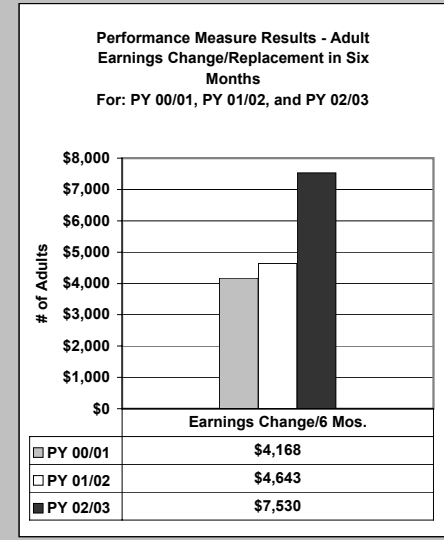
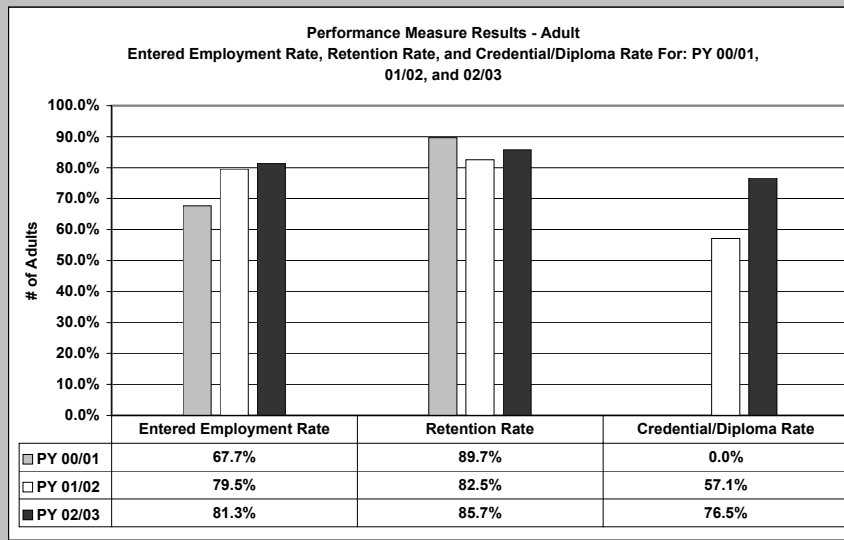
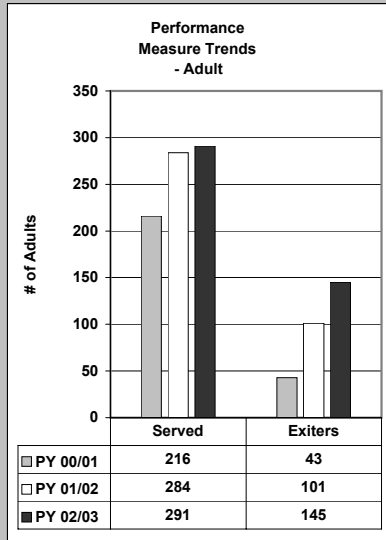
Final and Negotiated Performance Levels

	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%

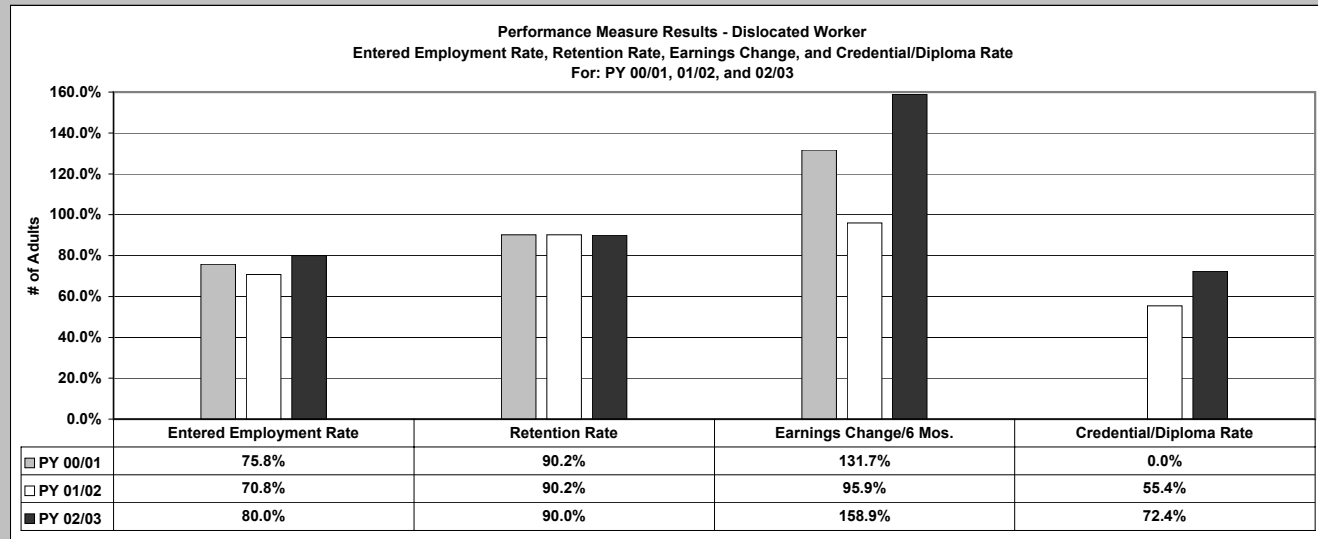
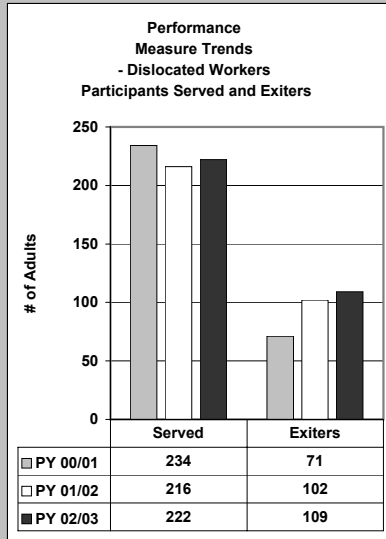
* in six months

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

Adult Program

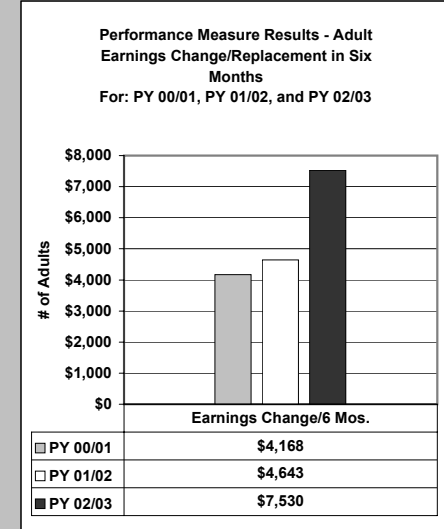
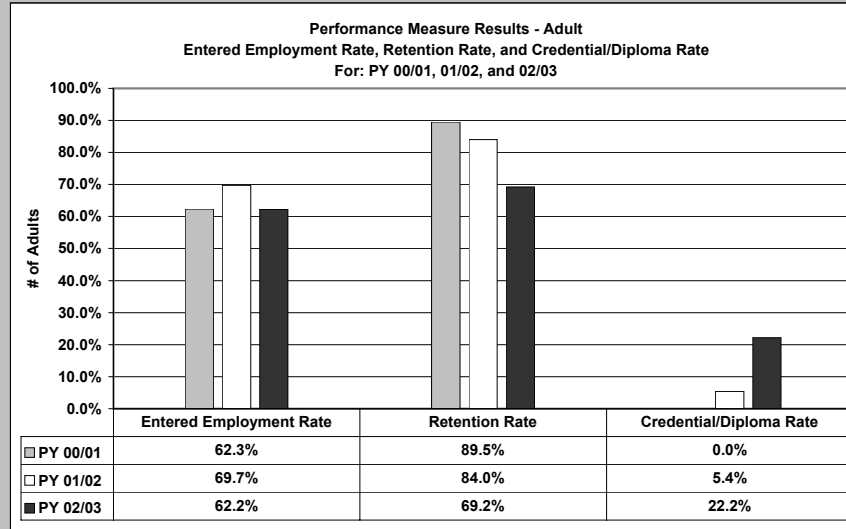
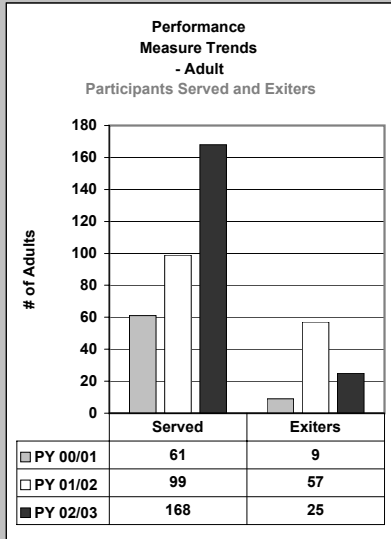


Dislocated Workers Program

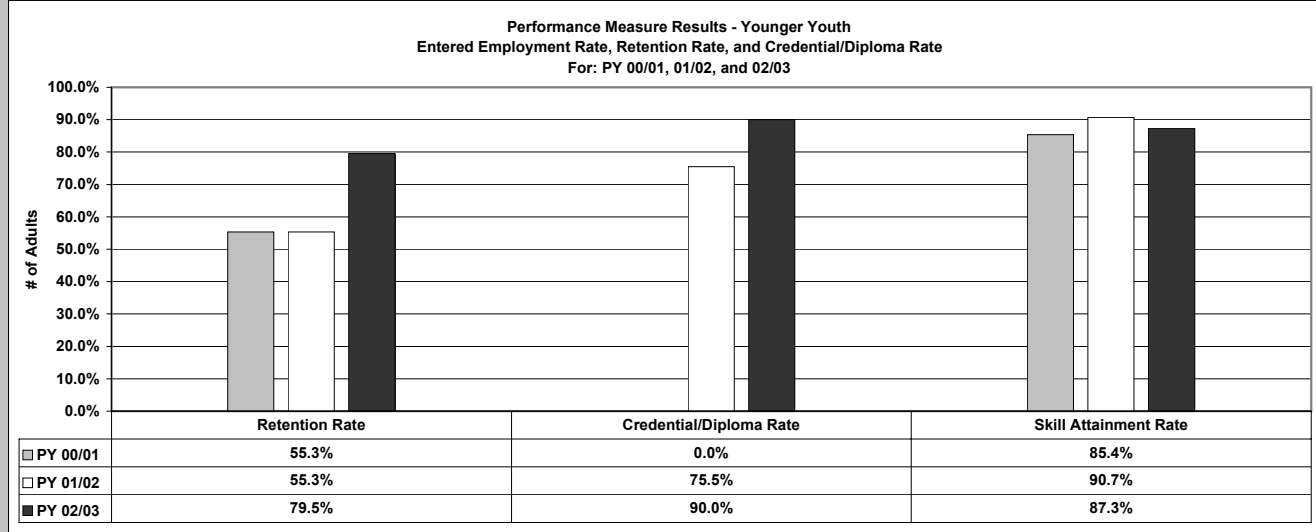
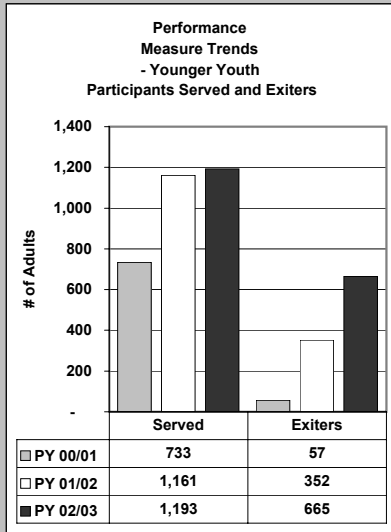


Performance Measure Trends for Program Years 2000/2001, 2001/2002, and 2002/2003 (Continued)

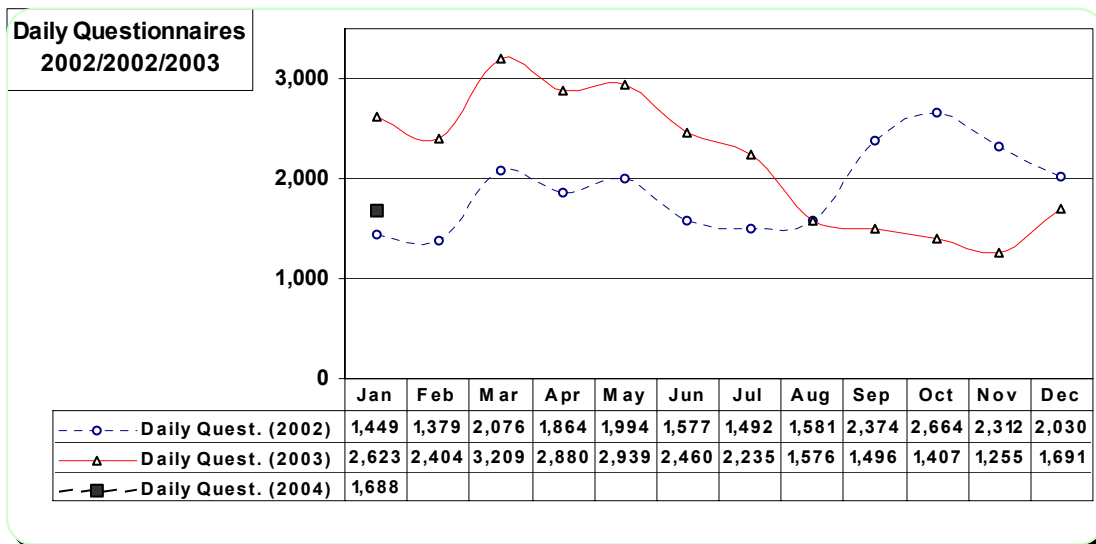
Older Youth Program



Younger Youth Program



WorkNet Customer Service Data for January 2004



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of January 2004. 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 January 2004, all locations recorded 5,029 sign-ins with 1,688 customers returning the Day Pass and 396 first time visitors. Afternoon was the most popular time for customers to use our services, with 921 customers. Morning received 739 responses from our customers. We have discontinued our extended hours (after 5:00pm) as of the first of July (Although one participant was serviced after 5pm this month).

Customer Employment Status

Of the 1,688 customers that returned the day pass, 27 said they are employed full-time; 25 responded with part-time employment; and 21 responded with temporary employment. Nine hundred twelve customers responded with not employed. Seven hundred three customers did not respond to this question.

How did you hear about us?

Returning customers complete this question during the first full week of January and then receive a shorten version of the Day Pass which excludes this question. Two hundred six returning customers responded to this question with 62 responses of Walk-in. The next most frequent response was newspaper ads with 36 responses. Of the 396 first time visitors, 250 responded to this question. Friend/Family was the most frequent response

Customer Service Data for January 2004

with 81 responses. Walk-in with 43 responses, is the next most frequent response. EDD was the 3rd most frequent response with 53 responses.

Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.51 and 9.55 with "Time it took staff to assist you" receiving the highest rating of 9.55. For customers that rated our services with a five or less, "Were you satisfied with the services?" and "Did we help you today?" had the highest dissatisfaction with 7 responses each.

How do our customers use our services?

In the month of January, our customers report using the computer most often with 1.262 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (636); Resume/Cover Letter was second with 191 responses.

For non-computer related services, Job Listing was the most often used service by our customers, with 265 responses. Plato lab was the next most often used service with 262 responses.

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

Telephone (247)	Fax (229)	Copier (195)	Resource Library (36)
Workshop (22)	Orientation (22)	Typewriter (20)	Skills Certificate (17)

First Impressions (First Time Customers)

For the month of January, all locations recorded 396 first time customers. Three hundred forty-one of our first time customers would refer our services to others (3 participants would not refer our services to others). Customers Satisfaction questions received ratings from 9.52 to 9.55 with "Courtesy of Staff" 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 January 2004
(Day Pass Information)**

	Jan 03	Nov-03	Dec-03	Jan-04
Daily Sign-ins	5,417	3,563	3,976	5,029
Daily Questionnaires	2,623	1,225	1,691	1,688
First Visit	395	190	268	396

Customer Satisfaction

Courtesy of Staff	9.46	9.73	9.67	9.52
Time it took for staff to assist you	9.41	9.68	9.61	9.55
Did you get the information you needed	9.45	9.72	9.66	9.54
Were you satisfied with the services?	9.47	9.69	9.61	9.51
Did we help you today?	9.42	9.69	9.64	9.51

What did our customer use?

Computer	1,490	915	1,244	1,262
CalJobs/Internet Job Search	662	357	555	636
Resume/Cover Letter	214	133	172	191
Typing Practice	73	67	54	84
Typing Certificate	13	17	22	27
Career Exploration	71	52	42	57
Job Listing	426	175	257	265
Fax	299	173	206	229
Copier	234	117	154	195
Telephone	330	142	193	247
Typewriter	31	13	18	20
Resource Library	37	26	27	36
Skills Certificate	15	9	21	17
Plato Lab	499	189	181	262
Workshop	29	28	57	22
Orientation	25	13	13	22

How did you hear about us?

Newspaper ad	7	24	10	36
Radio ad	0	4	1	6
Flyer/Brochure	0	5	2	7
Friend/Family	4	35	9	27
EDD	0	28	14	29
Merced Mall	13	4	0	2
Billboard	0	5	0	0
TV ad	0	4	0	0
Internet	0	8	10	8
Walk-in	0	55	31	62
CalWORKs	3	30	11	25
Phonebook	1	8	4	4

Na = Not Asked

Marketing advertisements for January 2004.

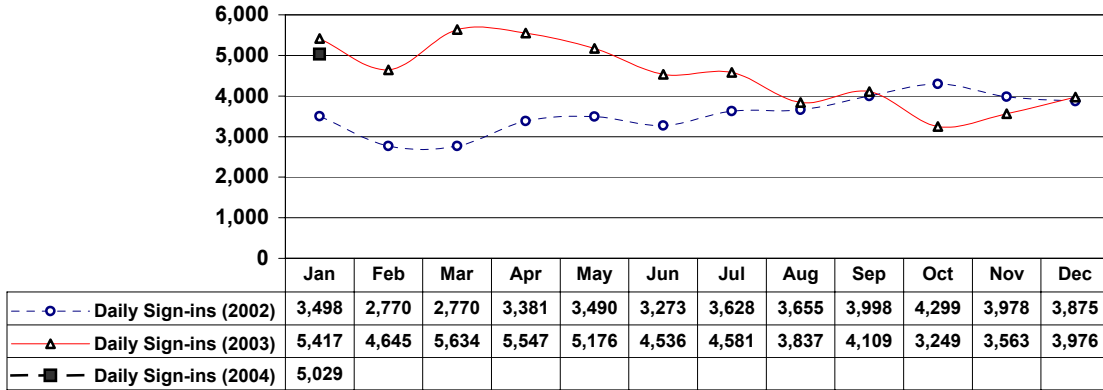
01/6-10, 13-17, 20-24, 27-31/2004: Various Newspaper Ads

01/1-31/2004: Radio Advertisements with KABX, KIBG, KBRE, and KYOS

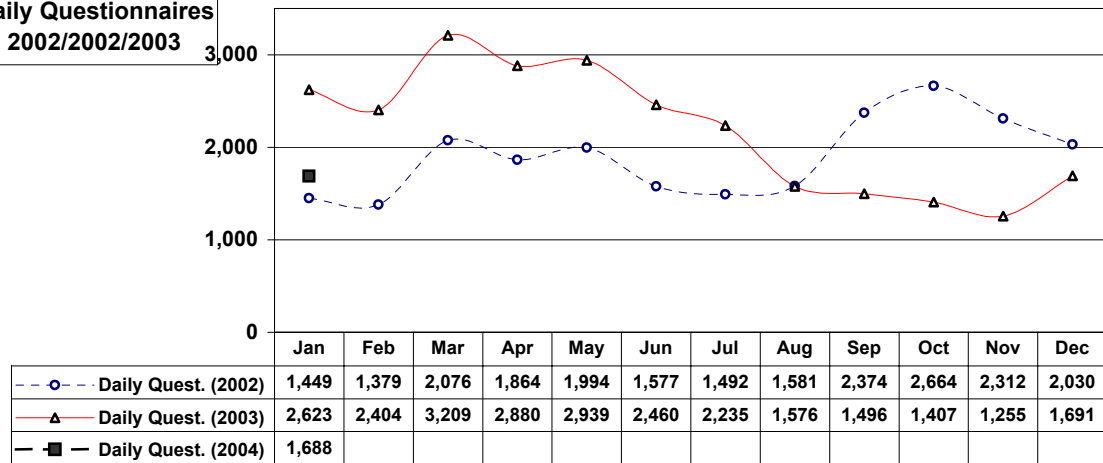
Worknet Signs placed inside all Merced "The Bus" buses.

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

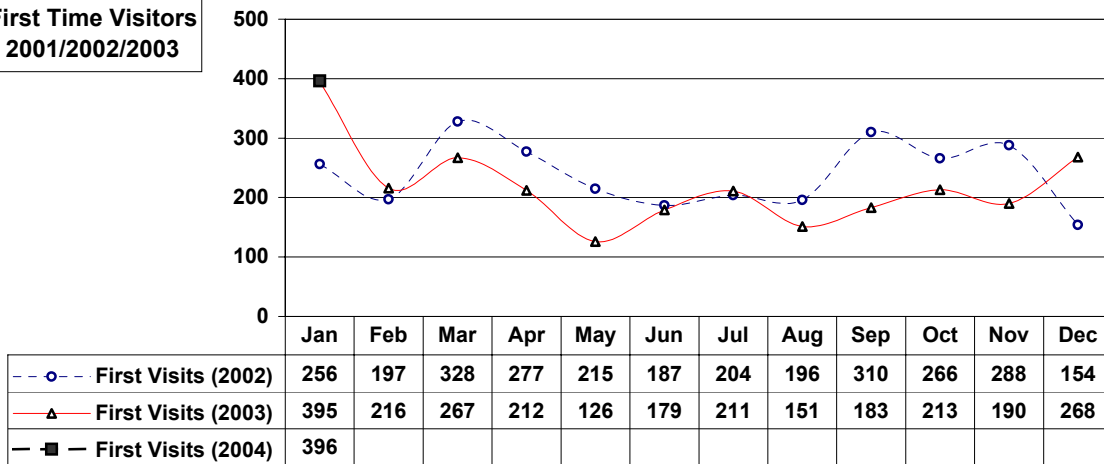
**Daily Sign-ins
2002/2003/2004**



**Daily Questionnaires
2002/2002/2003**



**First Time Visitors
2001/2002/2003**



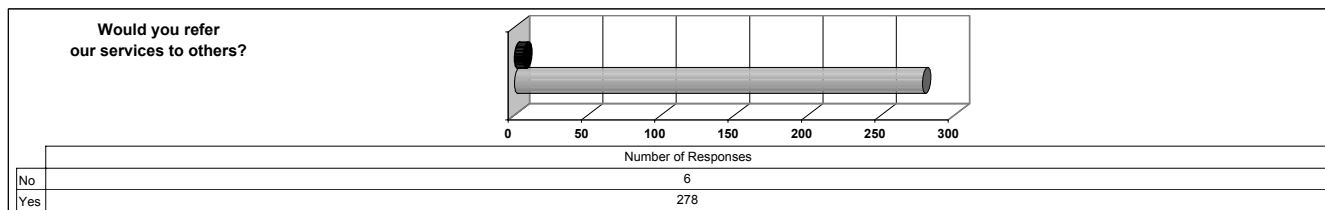
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
All Locations - January 2004
Excludes First Time Visitors - See First Impressions

Number of sign-ins	5,029
Number of questionnaires	1,688
Number of First Visitors*	396
*Merced	291
*Los Banos	98
*Livingston	7

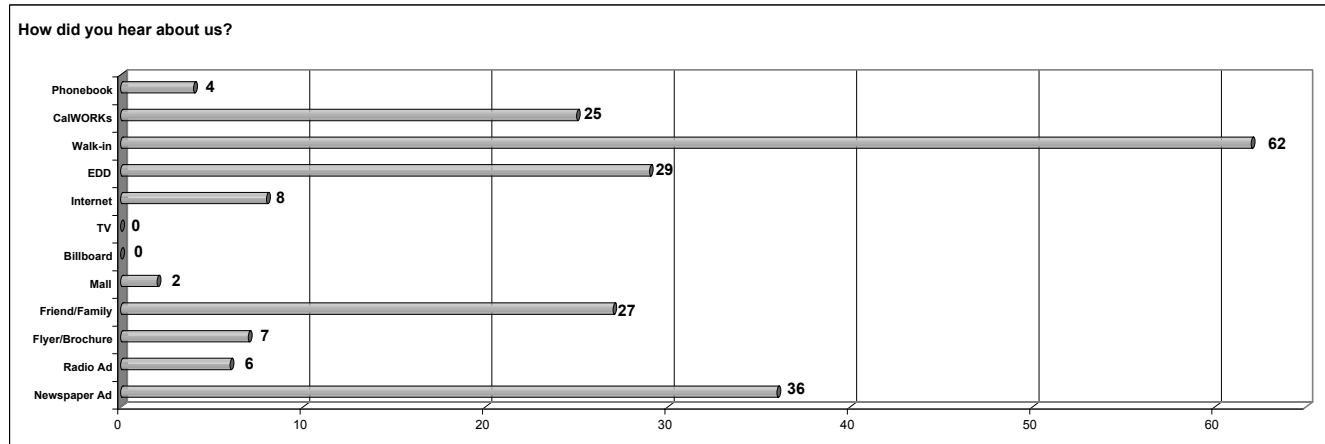
34%

Employed?	#	%
Full-time	27	1.6%
Part-time	25	1.5%
Temporary	21	1.2%
Not Employed	912	54.0%
No Answer	703	41.6%

Time of Visit	#
Morning	739
Afternoon	921
After 5	1
No Answer	27



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	1,399	3	0	0	2	1	6	10	8	25	234	9.52
Time it took for staff to assist you	1,398	2	1	0	2	1	5	8	13	18	240	9.55
Did you get the information you needed?	1,398	4	0	0	1	2	4	4	17	19	239	9.54
Were you satisfied with the services?	1,397	2	0	1	2	2	4	7	19	21	233	9.51
Did we help you today?	1,397	3	1	0	1	2	5	5	16	24	234	9.51



Service Data

	January																														Total	
	1	2	5	6	7	8	9	12	13	14	15	16	20	21	22	23	24	26	27	28	29	30										
Day of Week	TH	F	M	T	W	TH	F	M	T	W	TH	F	T	W	TH	F	S	M	T	W	TH	F										
Number of Questionnaires	1	51	98	85	73	82	95	85	62	64	87	55	105	98	92	71	1	88	121	108	76	90										1,688
Computer		42	77	71	53	68	69	65	45	45	66	36	75	80	66	47	1	64	90	78	52	72										1,262
CalJobs/Internet Job Search		19	40	36	26	42	36	43	28	25	23	20	30	40	39	21	1	29	38	38	20	42										636
Resume/Cover Letter		5	13	13	6	11	16	13	6	4	12	9	11	11	7	12		8	13	11	3	7										191
Typing Practice		1	3	6	5	4	5	3	2	1	2	1	3	4	4	4		7	7	9		13										84
Typing Certificate		1	2	2	1	3	2	2						3	2		1		2	1			5									27
Career Exploration		1	1	3		2	1	2	3	4	3	4	2	6	2			4	10	2	1	6										57
Job Listing		9	15	17	7	9	18	12	9	9	7	11	19	16	13	6	1	15	19	13	10	30										265
Fax		8	15	11	11	17	18	15	7	6	10	13	16	12	6	12		11	13	14	5	9										229
Copier		5	13	11	12	9	14	8	6	5	10	8	12	12	7	10		8	9	17	9	10										195
Telephone		8	16	7	11	13	16	11	12	8	13	12	13	12	9	10		12	15	17	9	23										247
Typewriter		2	1	2		2	2	1			1				1	1	1		1	2	1	2										20
Resource Library		2	2	3	1	1	3	2		1	2		1	3	2	3			6	2		2										36
Skills Certificate		1		1			3		1		1		2	2		1		1	1	1		2										17
Plato Lab		7	11	8	10	10	15	11	12	16	11	10	19	13	25	13		11	22	16	10	12										262
Workshop		1				1	1	1	1	1	1	1						1	4	2	2	6										22
Orientation		1	2						1		1	1	4				1		1	2	6	2										22

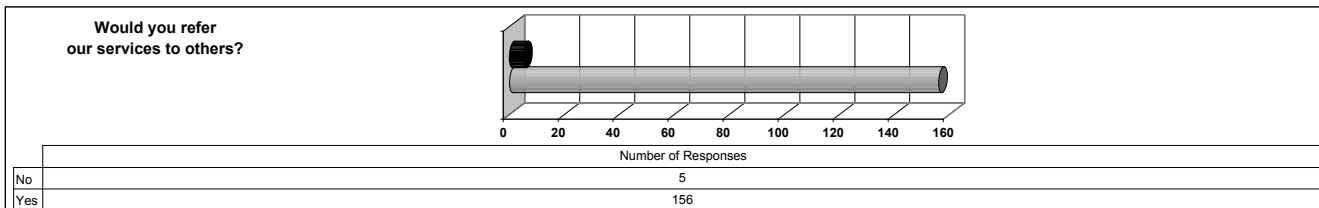
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
Merced - January 2004
Excludes First Time Visitors - See First Impressions

Number of sign-ins	3,026
Number of questionnaires	896
Number of First Visitors*	291

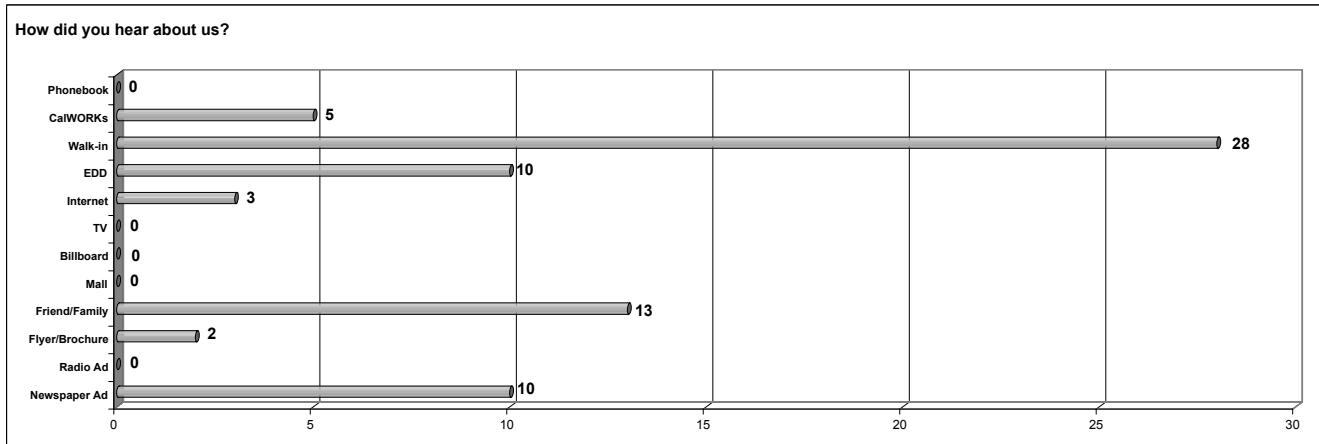
30%

Employed?	#	%
Full-time	15	1.7%
Part-time	16	1.8%
Temporary	21	2.3%
Not Employed	830	92.6%
No Answer	14	1.6%

Time of Visit	#
Morning	299
Afternoon	583
After 5	0
No Answer	14



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	731	3	0	0	1	0	4	6	4	21	126	9.42
Time it took for staff to assist you	731	2	1	0	1	0	4	5	7	14	131	9.45
Did you get the information you needed?	731	2	0	0	1	1	3	3	8	18	129	9.49
Were you satisfied with the services?	730	1	0	1	2	0	4	6	9	17	126	9.42
Did we help you today?	730	2	1	0	1	1	4	3	8	18	128	9.42



Service Data

	January														Total					
	2	5	6	7	8	9	12	13	14	15	16	20	21	22		23	26	27	28	29
Day of Week	F	M	T	W	TH	F	M	T	W	TH	F	T	W	TH	F	M	T	W	TH	F
Number of Questionnaires	31	56	49	43	48	50	39	28	18	54	16	61	62	49	31	42	67	56	53	43
Computer	28	47	43	34	40	41	33	23	15	43	12	50	56	44	26	36	57	47	42	38
CalJobs/Internet Job Search	8	17	19	8	18	11	15	9	7	10	5	16	26	24	7	14	19	18	13	18
Resume/Cover Letter	2	6	9	2	7	4	4	3	2	7	3	9	7	5	5	3	7	8	1	3
Typing Practice	1	2	3	4	2	2	1						1	4	2	3	6	2		3
Typing Certificate	1	2		1			2					1	2		1	1	1			4
Career Exploration	1	1	1			1	2	2		1	1	1	2				6			3
Job Listing	5	8	11	5	4	4	7	6	5	3	5	14	10	9	2	8	14	5	8	15
Fax	4	8	7	3	7	4	5	2	5	6	5	11	9	3	6	3	8	7	4	5
Copier	4	7	7	9	5	4	4	3	3	7	2	10	9	2	5	3	6	9	9	6
Telephone	3	9	2	7	5	4	4	4	4	8	4	5	5	5	5	5	5	6	7	11
Typewriter	1	1												1	1	1	1			
Resource Library	1	1	1	1			1							1	1		3	1		
Skills Certificate	1		1									1	1				1			
Plato Lab	1	3	1	1	1	2	4			2		1		1			5	2	5	1
Workshop	1					1											3	1		1
Orientation	1	2					1										1			1

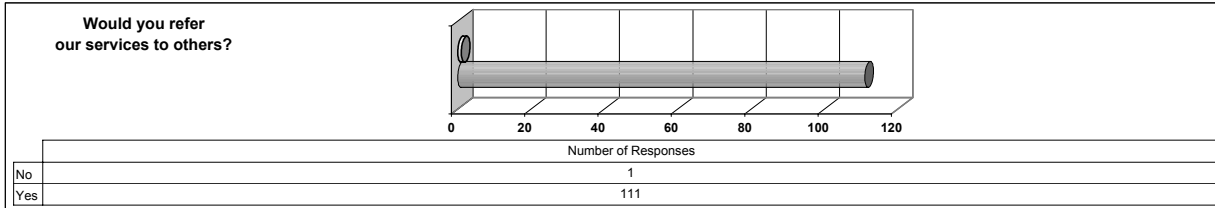
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
Los Banos - January 2004
Excludes First Time Visitors - See First Impressions

Number of sign-ins	1,897
Number of questionnaires	766
Number of First Visitors*	98

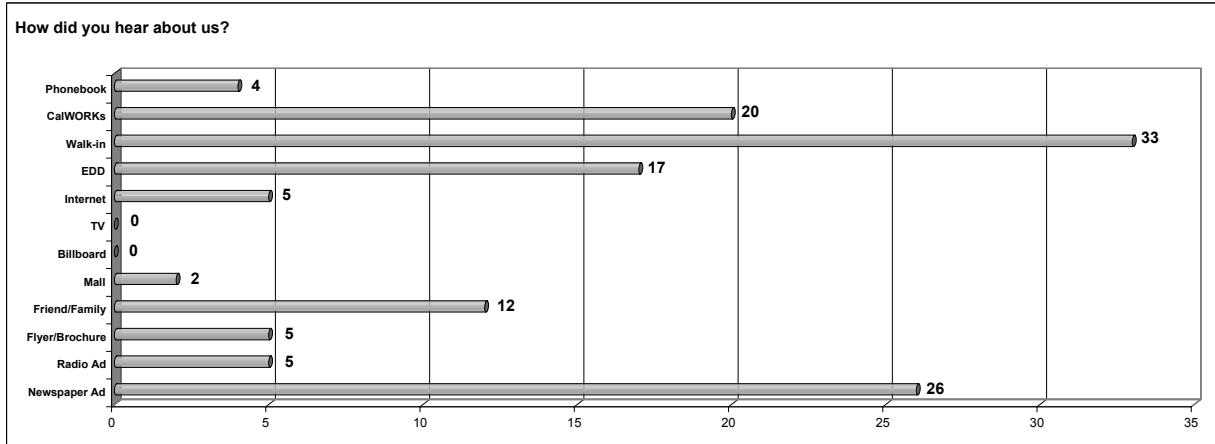
40%

Employed?	#	%
Full-time	12	1.6%
Part-time	9	1.2%
Temporary	0	0.0%
Not Employed	82	10.7%
No Answer	663	86.6%

Time of Visit	#
Morning	430
Afternoon	327
After 5	1
No Answer	8



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	653	0	0	0	1	1	2	4	3	4	98	9.64
Time it took for staff to assist you	653	0	0	0	1	1	1	3	4	4	99	9.68
Did you get the information you needed?	653	2	0	0	0	1	1	1	7	1	100	9.60
Were you satisfied with the services?	653	1	0	0	0	2	0	1	8	4	97	9.63
Did we help you today?	653	1	0	0	0	1	1	2	6	6	96	9.63



Service Data

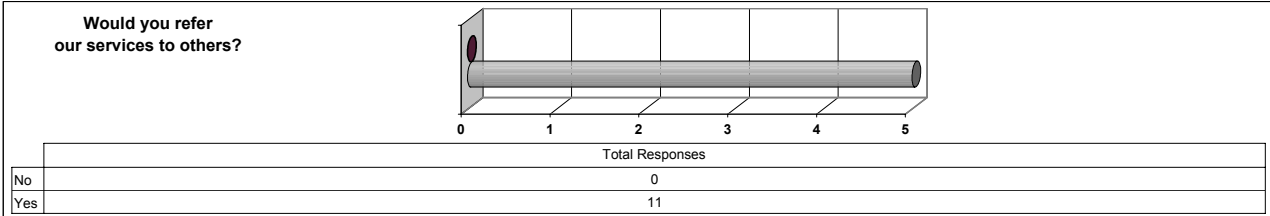
	January														Total						
	1	2	5	6	7	8	9	12	13	14	15	16	20	21		22	23	26	27	28	29
Day of Week	TH	F	M	T	W	TH	F	M	T	W	TH	F	T	W	TH	F	M	T	W	TH	F
Number of Questionnaires	1	18	42	34	29	33	44	44	34	45	33	36	44	36	39	39	43	53	50	23	46
Computer		13	30	26	18	27	27	30	22	29	23	21	25	24	19	20	25	33	30	10	33
CalJobs/Internet Job Search		11	23	17	17	24	24	27	19	18	13	14	14	14	13	14	15	19	19	7	23
Resume/Cover Letter		3	7	4	4	4	12	8	3	2	5	5	2	4	1	7	4	6	3	2	4
Typing Practice			1	3	1	2	3	2	2	1	2	1	3	3		2	4	1	7		10
Typing Certificate				2		3	2						2				1				1
Career Exploration				2		3			1	4	2	3	1	4	2		4	4	2	1	3
Job Listing		4	7	5	2	4	13	5	3	4	4	5	5	6	3	4	7	5	7	2	15
Fax		4	7	4	7	10	14	9	5	1	4	8	5	3	2	5	8	5	7	1	4
Copier		1	6	4	3	4	10	4	3	2	3	6	2	3	5	5	5	3	8		4
Telephone		4	7	5	3	8	12	7	8	4	5	7	8	7	4	5	5	10	11	2	12
Typewriter				2		1	1	1						1				1	1		2
Resource Library		1	1	2		1	3	1		1	2		1	3	1	2		3	1		2
Skills Certificate							3		1		1		1	1		1	1		1		2
Plato Lab		6	8	7	9	9	13	7	12	16	9	10	18	13	24	13	11	17	14	5	11
Workshop						1		1	1	1		1				1	1	1	1	2	5
Orientation										1	1	4				1			2	6	1

WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
Livingston - January 2004
Excludes First Time Visitors - See First Impressions

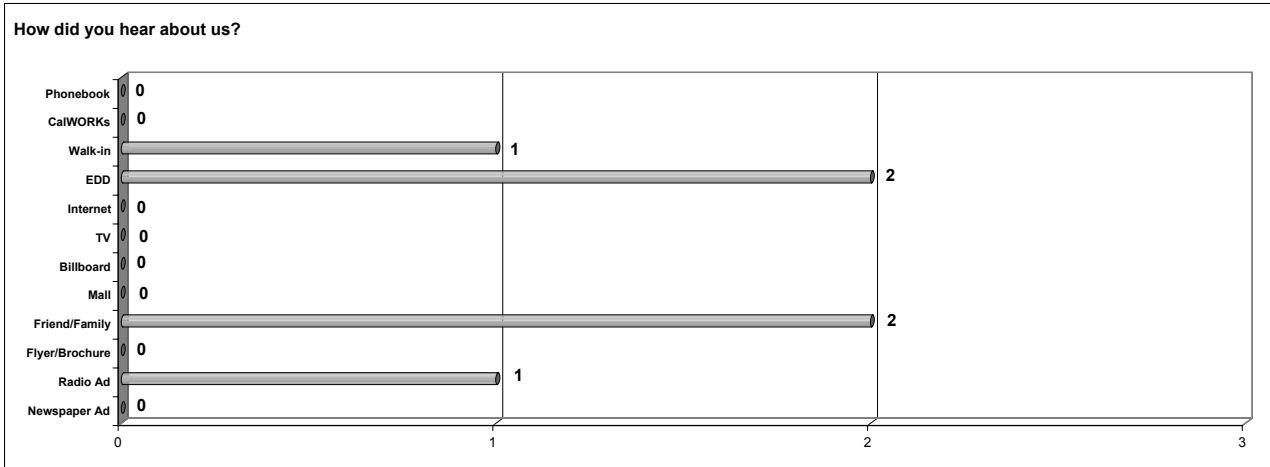
Number of sign-ins	106	
Number of questionnaires	26	25%
Number of First Visitors*	7	

Employed?	#	%
Full-time	0	0.0%
Part-time	0	0.0%
Temporary	0	0.0%
Not Employed	0	0.0%
No Answer	26	100.0%

Time of Visit	#
Morning	10
Afternoon	11
After 5	0
No Answer	5



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	15	0	0	0	0	0	0	0	1	0	10	9.82
Time it took for staff to assist you	14	0	0	0	0	0	0	0	2	0	10	9.67
Did you get the information you needed?	14	0	0	0	0	0	0	0	2	0	10	9.67
Were you satisfied with the services?	14	0	0	0	0	0	0	0	2	0	10	9.67
Did we help you today?	14	0	0	0	0	0	0	0	2	0	10	9.67



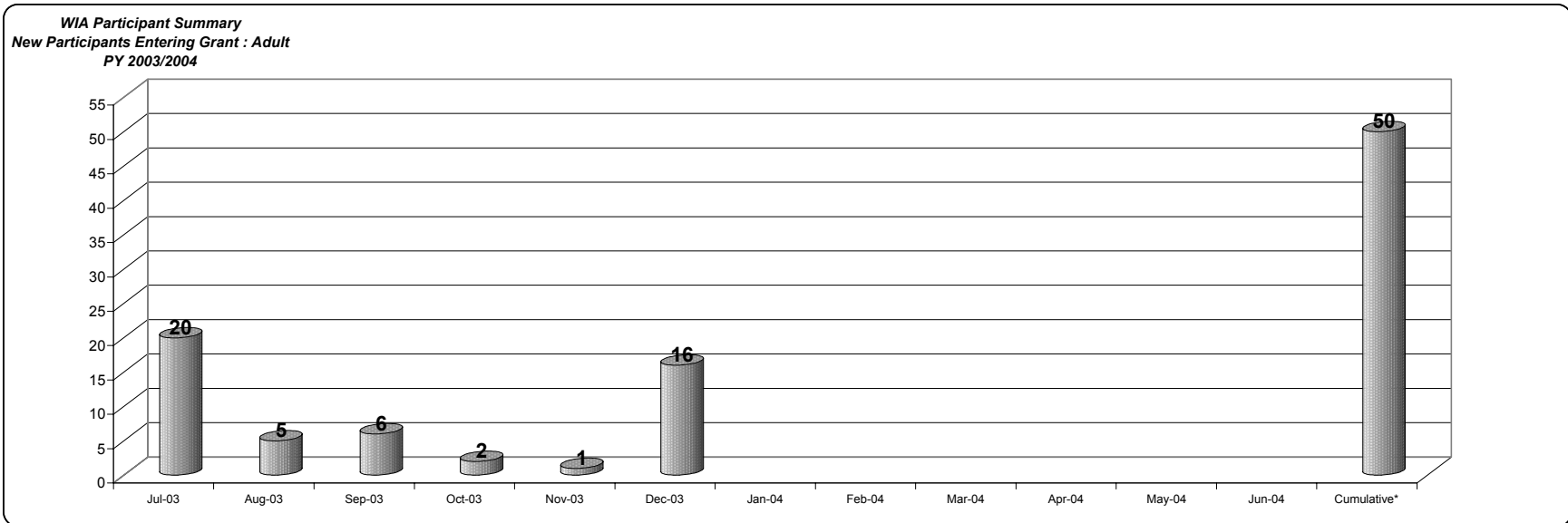
Service Data

	January														Total	
	2	6	7	8	9	12	14	16	22	23	24	26	27	28		30
Day of Week	F	T	W	TH	F	M	W	F	TH	F	S	M	T	W	F	
Number of Questionnaires	2	2	1	1	1	2	1	3	4	1	1	3	1	2	1	26
Computer	1	2	1	1	1	2	1	3	3	1	1	3		1	1	22
CalJobs/Internet Job Search			1		1	1		1	2		1			1	1	9
Resume/Cover Letter						1		1	1			1				4
Typing Practice																0
Typing Certificate																0
Career Exploration																0
Job Listing		1		1	1			1	1		1			1		7
Fax			1			1			1	1						4
Copier																0
Telephone	1		1					1				2				5
Typewriter	1															1
Resource Library																0
Skills Certificate																0
Plato Lab																0
Workshop																0
Orientation																0

WIA PARTICIPANT SUMMARY REPORT - ADULT
PY 2003/2004
Report Range 07/2003 to 12/2003

	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*	Part. Plan PY 03/04
Total Participants	214	218	224	115	116	132							244	340
Participants Carried In	194	213	218	113	115	116							194	260
New Participants Entering Grant	20	5	6	2	1	16							50	80
Total Participants Exiting WI	1	0	111	0	0	30							142	130
Entered Unsubsidized Employment	1	0	111	0	0	23							134	120
Training Related	0	0	23	0	0	8							31	60
Entered Military Service	0	0	0	0	0	0							0	
Entered Qualified Apprenticeship Program	0	0	1	0	0	0							1	
Entered Post-Secondary Education	0	0	0	0	0	0							0	
Entered Advanced Training	0	0	1	0	0	0							1	
Attained Recognized Certificate/Diploma/Degree	0	0	25	0	0	12							37	
Attained High School Diploma/GED	0	0	0	0	0	0							0	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0							0	
Exits Excluded from Performance	1	0	0	0	0	0							1	
Other Exits	0	0	66	0	0	29							95	40

Program Activities/Services Summary	Enrolled													
Core Services (Registered)	214	218	224	115	116	132							244	300
Intensive Services	115	116	118	88	89	106							138	240
Training Services	59	60	60	46	46	47							63	80
Youth Services	0	0	0	0	0	0							0	
Concurrent Program Participants	11	11	11	5	5	6							12	
Individual Training Accounts	14	14	14	11	11	11							14	
Goals Set (Younger Youth Only)	0	0	0	0	0	0							0	

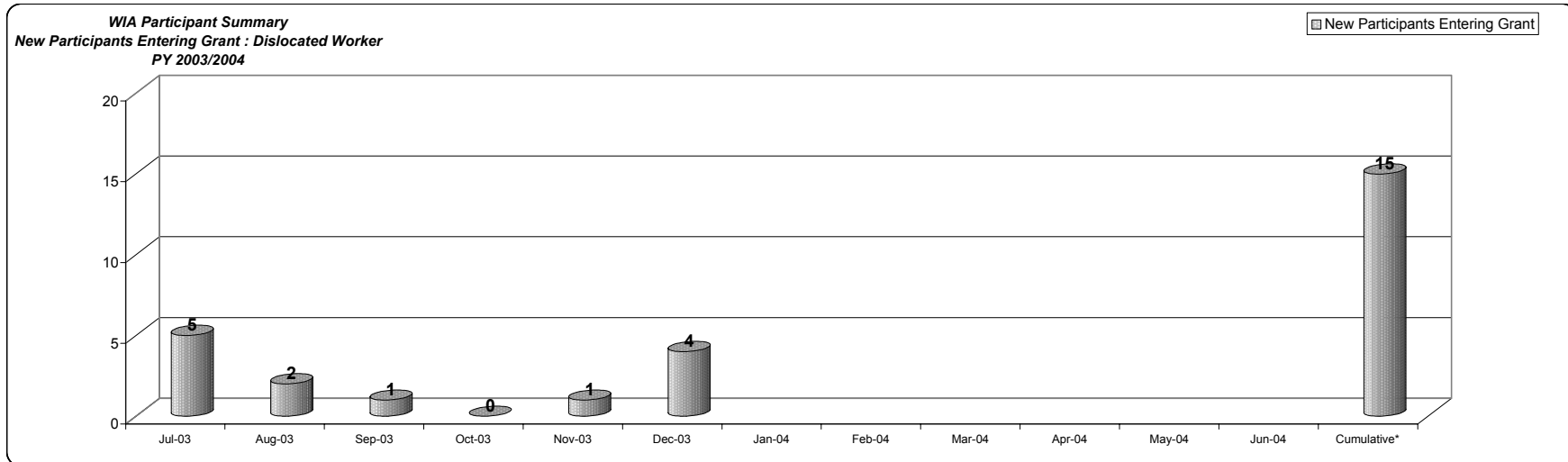


Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER
PY 2003/2004
Report Range 07/2003 to 12/2003

	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*	Part. Plan PY 03/04
Total Participants	123	124	125	100	101	107							133	290
Participants Carried In	118	122	124	100	100	103							118	200
New Participants Entering Grant	5	2	1	0	1	4							15	90
Total Participants Exiting WI	1	0	25	0	0	49							75	80
Entered Unsubsidized Employment	1	0	24	0	0	36							61	90
Training Related	0	0	10	0	0	17							27	60
Entered Military Service	0	0	0	0	0	0							0	
Entered Qualified Apprenticeship Program	0	0	0	0	0	0							0	
Entered Post-Secondary Education	0	0	0	0	0	0							0	
Entered Advanced Training	0	0	0	0	0	0							0	
Attained Recognized Certificate/Diploma/Degree	0	0	11	0	0	32							43	
Attained High School Diploma/GED	0	0	0	0	0	0							0	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0							0	
Exits Excluded from Performance	0	0	1	0	0	1							2	
Other Exits	0	0	20	0	0	45							65	40

Program Activities/Services Summary	Enrolled													
Core Services (Registered)	123	124	125	100	101	107							133	420
Intensive Services	89	89	92	79	80	84							98	60
Training Services	49	50	50	42	43	44							52	60
Youth Services	0	0	0	0	0	0							0	
Concurrent Program Participants	14	15	15	13	13	15							17	
Individual Training Accounts	24	24	24	21	21	21							24	
Goals Set (Younger Youth Only)	0	0	0	0	0	0							0	

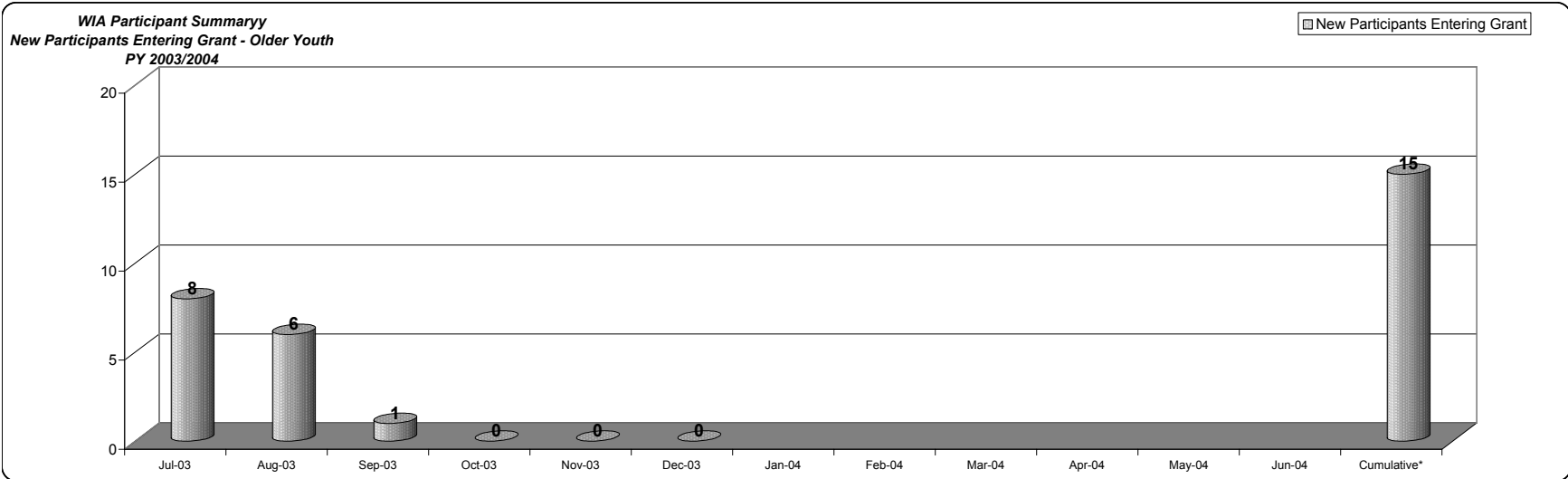


Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH
PY 2003/2004
Report Range 07/2003 to 12/2003

	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*	Part. Plan PY 03/04
Total Participants	150	156	157	157	157	152							157	288
Participants Carried In	142	150	156	157	157	152							142	163
New Participants Entering Grant	8	6	1	0	0	0							15	125
Total Participants Exiting WI	0	0	0	0	0	9							14	100
Entered Unsubsidized Employment	0	0	0	0	0	5							6	30
Training Related	0	0	0	0	0	3							3	10
Entered Military Service	0	0	0	0	0	0							0	
Entered Qualified Apprenticeship Program	0	0	0	0	0	0							0	
Entered Post-Secondary Education	0	0	0	0	0	5							5	5
Entered Advanced Training	0	0	0	0	0	0							0	
Attained Recognized Certificate/Diploma/Degree	0	0	0	0	0	0							0	
Attained High School Diploma/GED	0	0	0	0	0	0							1	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0							0	
Exits Excluded from Performance	0	0	0	0	0	1							1	
Other Exits	0	0	0	0	0	8							13	20

Program Activities/Services Summary	Enrolled													
Core Services (Registered)	0	0	0	0	0	0							0	
Intensive Services	139	145	146	146	146	143							148	
Training Services	81	85	88	88	88	85							89	
Youth Services	114	120	121	121	121	125							127	
Concurrent Program Participants	136	141	142	142	142	137							142	
Individual Training Accounts	0	0	0	0	0	0							0	
Goals Set (Younger Youth Only)	0	0	0	0	0	0							0	

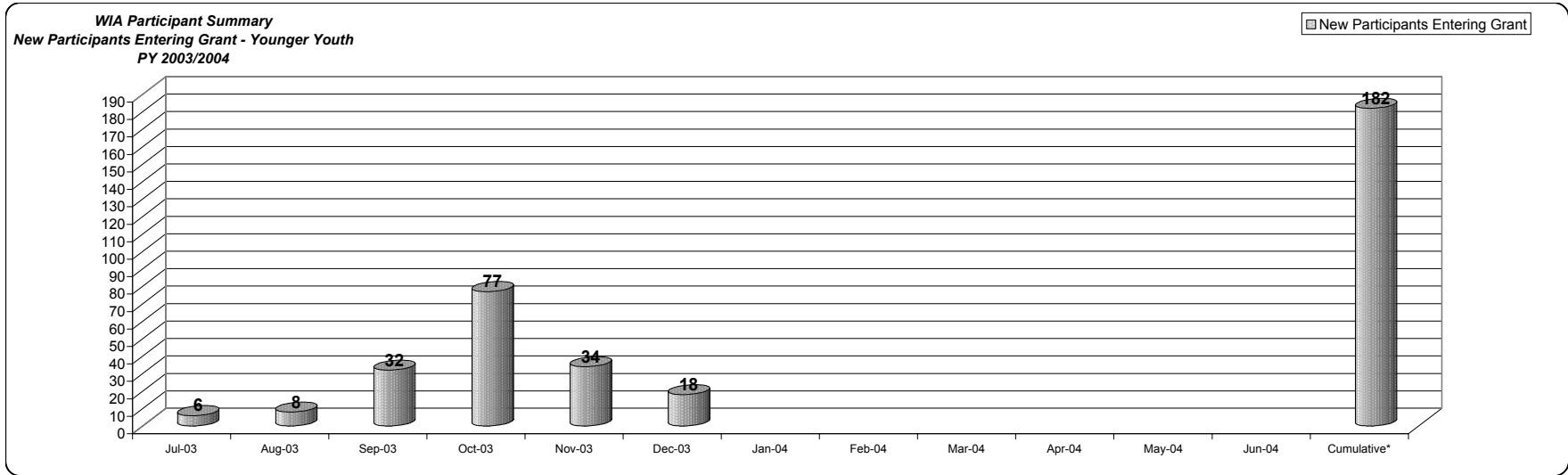


Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH
PY 2003/2004
Report Range 07/2003 to 12/2003

	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*	Participant Plan PY 03/04
Total Participants	531	498	404	446	478	491							707	1,160
Participants Carried In	525	490	372	369	444	473							525	790
New Participants Entering Grant	6	8	32	77	34	18							182	370
Total Participants Exiting WI	41	126	35	2	2	11							227	430
Entered Unsubsidized Employment	5	25	4	1	1	3							41	80
Training Related	8	3	3	1	0	0							15	25
Entered Military Service	0	3	0	0	1	0							4	4
Entered Qualified Apprenticeship Program	0	0	0	0	0	0							0	10
Entered Post-Secondary Education	13	29	13	1	0	4							60	135
Entered Advanced Training	0	1	0	0	0	0							1	6
Attained Recognized Certificate/Diploma/Degree	38	116	27	1	0	1							183	
Attained High School Diploma/GED	38	117	28	1	0	0							184	350
Returned to Secondary School (Youth Only)	2	4	1	0	1	1							11	10
Exits Excluded from Performance	0	0	0	0	0	0							0	
Other Exits	41	126	35	2	2	11							226	400

Program Activities/Services Summary	Enrolled													
Core Services (Registered)	0	0	0	0	0	0							0	
Intensive Services	96	103	104	104	104	100							108	
Training Services	70	77	78	78	78	75							79	
Youth Services	522	488	395	437	469	485							701	
Concurrent Program Participants	471	439	341	362	388	394							601	
Individual Training Accounts	0	0	0	0	0	0							0	
Goals Set (Younger Youth Only)	12	15	42	87	37	25							230	650



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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	39			3	66	10	105	115
	11 STAFF ASSIST JOB DEVELOP		1						1	1
	12 STAFF ASSIST JOB REFER		1						1	1
	13 STAFF ASSIST JOB SRCH	15	31			3	29	18	60	78
	14 STAFF ASSIST WRKSHP									
	15 OTHER CORE SERVICES	14	1			2	1	16	2	18
	16 NON WIA FUNDED SERVICES									
17 CO-ENROLLED CORE SERVICES										
INTENSIVE	30 CASE MGMT FOR PARTIC	5	35	26	133	3	16	34	184	218
	31 COMPREHENSIVE ASSESSMNTS	17				3	1	20	1	21
	32 DEVELOP INDIV EMPL PLAN	16	2			3	1	19	3	22
	33 GROUP COUNSELING									
	34 EMPL EXPERIENCE				5				5	5
	35 INDIV CNSLNG CAREER PLAN				6		1		7	7
	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			1	18			1	18	19
	51 CUSTOMIZED TRAINING				1				1	1
	52 ENTREPRENEURIAL TRAINING			9	5			9	5	14
	53 JOB READINESS TRAINING				3				3	3
	54 OCCUP SKILLS TRAINING	1	24	4	36	1	4	6	64	70
	55 ON THE JOB TRAINING	1	1					1	1	2
	56 PRIVATE SECTOR TRAINING									
	57 SKILL UPGRADNG RETRNG									
	58 WRKPLCE TRNG AND COOP ED									
	59 OTHER TRAINING SRVCS									
	60 NON-WIA FUNDED TRNG SRVCS	7	13			3	11	10	24	34
61 CO-ENROLLED TRAINING SRVCS										
YOUTH	70 SUMMER RELATED									
	71 EDUCATNL ACHVMNT SRVCS			192	188			192	188	380
	72 EMPLOYMENT SERVICES			158	160			158	160	318
	73 CITIZEN LEADERSHIP SRVCS			2	4			2	4	6
	74 OTHER YOUTH SERVICES				1				1	1
	75 NONWIA FUNDED YOUTH SRVCS									
	76 CO-ENROLLED YOUTH SRVCS									
MISC.	80 OTHER JTPA									
	81 SUPPORTIVE SERVICES	12	42	3	55	5	22	20	119	139
	82 NEEDS RELATED PAYMENT									
	83 BREAK IN SERVICE	1						1		1
	84 NON-WIA FUNDED MISC									
	85 CO-ENROLLED MISCELLANEOUS									
	85 BRK IN SERV - HEALTH/MED									
TOTAL		96	190	395	615	26	154	517	959	1476

WIA Participant Characteristics Summary

Report Period: 7/2003 to 12/2003

Data as of: 01/20/2004

	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	244	100.0%	133	100.0%	157	100.0%	707	100.0%	1,241	100.0%
Gender										
Female	160	65.6%	56	42.1%	78	49.7%	356	50.4%	650	52.4%
Male	84	34.4%	77	57.9%	79	50.3%	351	49.6%	591	47.6%
Age										
14 - 18	8	3.3%	2	1.5%	0	0.0%	707	100.0%	717	57.8%
19 - 21	42	17.2%	3	2.3%	157	100.0%	0	0.0%	202	16.3%
22 - 29	87	35.7%	34	25.6%	0	0.0%	0	0.0%	121	9.8%
30 - 44	81	33.2%	59	44.4%	0	0.0%	0	0.0%	140	11.3%
45 - 54	21	8.6%	26	19.5%	0	0.0%	0	0.0%	47	3.8%
55 - 61	5	2.0%	7	5.3%	0	0.0%	0	0.0%	12	1.0%
62 - 64	0	0.0%	2	1.5%	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	0.8%	0	0.0%	1	0.6%	8	1.1%	11	0.9%
Asian	23	9.4%	3	2.3%	22	14.0%	141	19.9%	189	15.2%
Black/African American	22	9.0%	8	6.0%	24	15.3%	54	7.6%	108	8.7%
Hawaiian Native/Other Pacific Islander	5	2.0%	1	0.8%	0	0.0%	9	1.3%	15	1.2%
White	111	45.5%	48	36.1%	30	19.1%	90	12.7%	279	22.5%
Ethnicity Hispanic or Lation	88	36.1%	76	57.1%	85	54.1%	424	60.0%	673	54.2%
Veterans Status										
Total Veterans	12	4.9%	15	11.3%	0	0.0%	1	0.1%	28	2.3%
Campaign Veteran	7	2.9%	12	9.0%	0	0.0%	0	0.0%	19	1.5%
Disabled Veteran	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Recently Separated Veteran	3	1.2%	4	3.0%	0	0.0%	1	0.1%	8	0.6%
Spouse of Veteran	0	0.0%	0	0.0%	0	0.0%	1	0.1%	1	0.1%
Labor Force Status				0.0%						
Employed	129	52.9%	2	1.5%	16	10.2%	22	3.1%	169	13.6%
Unemployed	115	47.1%	131	98.5%	140	89.2%	684	96.7%	1,070	86.2%
Public Assistance Status										
TANF	11	4.5%	3	2.3%	13	8.3%	225	31.8%	252	20.3%
GA, RCA, or SSI	4	1.6%	2	1.5%	5	3.2%	58	8.2%	69	5.6%
Pell Grant Recipient	14	5.7%	4	3.0%	1	0.6%	2	0.3%	21	1.7%
Food Stamps	24	9.8%	12	9.0%	28	17.8%	278	39.3%	342	27.6%
Education Status										
Student, High School or Less	0	0.0%	2	1.5%	1	0.6%	594	84.0%	597	48.1%
Student, Attending Post High School	61	25.0%	21	15.8%	0	0.0%	0	0.0%	82	6.6%
Out-of-School, High School Dropout	4	1.6%	5	3.8%	32	20.4%	25	3.5%	66	5.3%
Out-of-School, High School Grad, with Employ Difficulty	38	15.6%	43	32.3%	124	79.0%	88	12.4%	293	23.6%
Out-of-School, HSG, No Employ Diff. (Counted as In-School)	141	57.8%	62	46.6%	0	0.0%	0	0.0%	203	16.4%
Unemployment Insurance Status										
UI Claimant	8	3.3%	87	65.4%	5	3.2%	1	0.1%	101	8.1%
UI Exhaustee	7	2.9%	18	13.5%	2	1.3%	1	0.1%	28	2.3%
Barriers To Employment										
Disabled	5	2.0%	3	2.3%	3	1.9%	123	17.4%	134	10.8%
Limited Eng. Proficiency	1	0.4%	0	0.0%	11	7.0%	85	12.0%	97	7.8%
Single Parent	47	19.3%	22	16.5%	23	14.6%	18	2.5%	110	8.9%
Worker Profiling/Reemployment Services Referral	0	0.0%	3	2.3%	0	0.0%	0	0.0%	3	0.2%
Low Income	102	41.8%	59	44.4%	154	98.1%	664	93.9%	979	78.9%
Displaced Homemaker	0	0.0%	0	0.0%	1	0.6%	0	0.0%	1	0.1%
Offender	5	2.0%	11	8.3%	13	8.3%	53	7.5%	82	6.6%
Homeless	2	0.8%	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%	35	5.0%	66	5.3%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	151	96.2%	694	98.2%	845	68.1%
Basic Literacy Skills Deficient	21	8.6%	30	22.6%	146	93.0%	670	94.8%	867	69.9%
Substance Abuse	3	1.2%	0	0.0%	4	2.5%	22	3.1%	29	2.3%
Foster Youth	0	0.0%	0	0.0%	1	0.6%	23	3.3%	24	1.9%