

**Workforce Investment Board of Merced County**  
**Quality Assurance Committee**  
**Department of Workforce Investment**  
**1880 W. Wardrobe Ave, Merced, CA – Large Conference Room**  
**March 26, 2004, 7:30-9:00 a.m.**  
**Meeting Agenda**



[www.co.merced.ca.us/wi/wib/wib.html](http://www.co.merced.ca.us/wi/wib/wib.html)

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1. Call to Order and Roll Call .....
  2. Approval of Agenda .....
  3. Approval of Minutes (February 18, 2004).....
  4. Public Opportunity to Speak.....
  5. Information Agenda.....
    - a. Worknet Leadership Team’s Update on Category 7 – Business Results.... Karyn Wiens
    - b. Worknet Employment Resource Center Management Tools .....
    - 1) Worknet Customer Service Data for February 2004 .....
    - 2) WIA Participant Report Summary for PY 2003/2004 – Participant Characteristics Summary .....
    - c. One-Stop Success Teleconference – April 27, 2004, 10 a.m-12 p.m. ....
  6. Chair Comments .....
  7. Next Meeting Date/Time – April 30, 2004, 7:30–9:00 a.m.....
  8. Adjourn .....

**Workforce Investment Board of Merced County**  
**Quality Assurance Committee**  
**Dept of Workforce Investment Large Conference Room**  
**1880 W. Wardrobe Ave, Merced, CA**  
**February 18, 2004, 7:30–9:00 a.m.**  
**Meeting Minutes**

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**Members Present:** Nicolas Benjamin, Brian Griffin, Doug Kirkpatrick, Albert Montejano (Chair), Terry Nichols, Steve Tinetti

**Members Absent:** Ernie Flores, Jeremiah Greggains, Ned Miller, Carole Roberds (Vice Chair), Helen Sullivan

**Staff Present:** Michelle Allison, Dave Cramer, Dee Knight, Joanne Presnell

**Others Present:** Barbara Brown, Chair, Worknet Leadership Team

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1. **Call to Order and Roll Call:** The Chair called the meeting to order at 7:38 a.m. A sign-in sheet was used in lieu of roll call.
2. **Agenda:** It was *M/S/C Griffin/Tinetti* to approve the agenda as published.
3. **Approval of Minutes (November 21, 2003):** It was *M/S/C Tinetti/Kirkpatrick* to approve the November 21, 2003 minutes.
4. **Public Opportunity to Speak:** None.
5. **Introductions:** Mr. Dave Cramer, Dept of WI Analyst, and Ms. Michelle Allison, Program Manager, Business Services Unit, were introduced.
6. **Information Agenda:**

**a. Worknet Leadership Team's Plan to Address Key Themes in the Feedback Report:** Ms. Barbara Brown gave an overview of the Worknet Leadership Team Opportunities for Improvement Action Plan that was provided to members before the meeting for review, and noted this would be an ongoing process. Each workgroup has a team leader, and will be meeting continuously to set up timelines and to meet those timelines already established.

There was a concern of how line staff would be informed of the process changes, and their understanding of the changes. Staff noted the Strategic Planning Team will create a plan to address the issue of communicating and disseminating information to line staff. The Chair noted he would like an update each month from the Leadership Team on the progress.

**b. Worknet Employment Resource Center Management Tools:** The following reports were presented and reviewed at last month's meeting:

- 1) **Performance Measures as of October 2003-December 2003:** There are 4 pages—1<sup>st</sup> page is Adult, 2<sup>nd</sup> page is Dislocated Workers, 3<sup>rd</sup> page is Older Youth, and 4<sup>th</sup> page is Younger Youth. This data is compiled as of Feb 2, 2004, and the information will change on a monthly basis.

- 2) **Performance Measure Trends:** This is the same information that was reviewed last month, but is also presented in graph format as requested. It was noted that the last three years of each program area could be compared.
- 3) **Worknet Customer Service Data for January 2004:** This information is gathered monthly from all One-Stop Centers—Merced, Los Banos and Livingston. It was noted the most popular time to visit the centers was in the afternoon. This data is compared to last year and the last two previous months.
- 4) **WIA Participant Report Summary for PY 2003/2004:** This report shows the number of participants per month—those carried over from the previous program year and new participants, those exiting the program, and program activities and services for each program area.
- 5) **Participant Characteristics Summary:** This is a breakdown of the characteristics of participants being served in each program area. These participants are in Core B, intensive or training services.

c. **Worknet Business Services Unit:** Ms. Michelle Allison gave an overview of the processes of the Business Services Unit, which consists of 3 Business Services Reps, 1 Job Coach, 1 Assessment Tech, and herself. She provided a handout showing the Service Delivery Plan that was developed to create “one voice” for employer customer service. She also passed around a “marketing” packet that will be given to each employer upon contact. It contains a letter of introduction and all the resources and services available to an employer—information on all Worknet partners, information about the Workforce Investment Board, the kinds of services provided at the Worknet Employment Resource Centers, etc.

The unit is in the process of identifying job skills that are specific to the Merced County labor market, and developing a “manageable” list of employers to contact in those areas. The focus will be on the industries that the WIB has identified. They are also looking at the option of charging for staff time to process Enterprise Zone vouchers.

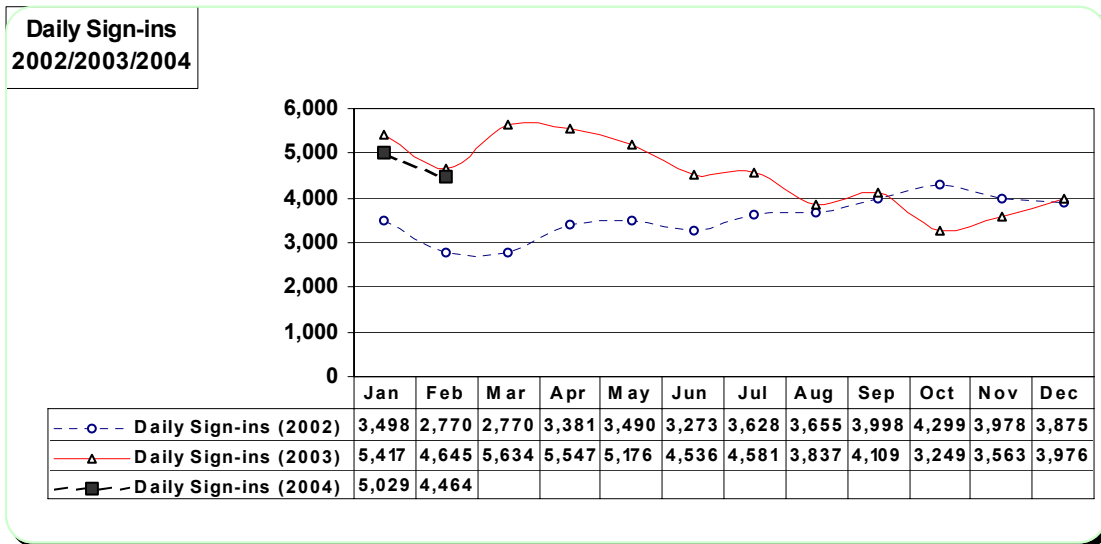
7. **Chair Comments:** The Chair thanked everyone for attending the meeting, and their flexibility in changing the meeting date for this month.

8. **Next Meeting Date & Time:** March 26, 2004, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.

9. **Adjourn:** Meeting adjourned at 8:48 a.m.

Minutes prepared by Devilla D. Knight.

# WorkNet Customer Service Data for February 2004



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of February 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 February 2004, all locations recorded 4,464 sign-ins with 1,552 customers returning the Day Pass and 248 first time visitors. Afternoon was the most popular time for customers to use our services, with 859 customers. Morning received 642 responses from our customers.

### Customer Employment Status

Of the 1,552 customers that returned the day pass, 18 said they are employed full-time; 24 responded with part-time employment; and 25 responded with temporary employment. Eight hundred thirty-six customers responded with not employed. Six hundred forty-nine customers did not respond to this question.

### How did you hear about us?

Returning customers complete this question during the first full week of February and then receive a shorten version of the Day Pass which excludes this question. One hundred ninety-six returning customers responded to this question with 58 responses of newspaper ads. The next most frequent response was walk-in with 45 responses. Of the 248 first time visitors, 175 responded to this question. Walk-in was the most frequent response

## Customer Service Data for February 2004

with 46 responses. Family/Friend with 43 responses, was the next most frequent response. EDD was the 3<sup>rd</sup> most frequent response with 30 responses.

### Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.59 and 9.65 with "Were you satisfied with the services?" receiving the highest rating of 9.65. For customers that rated our services with a five or less, "Did we help you today?" had the highest dissatisfaction with 9 responses.

### How do our customers use our services?

In the month of February, our customers report using the computer most often with 1.060 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (536); Resume/Cover Letter was second with 170 responses.

For non-computer related services, Plato Lab was the most often used service by our customers, with 224 responses. Job Listing was the next most often used service with 212 responses.

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

Telephone (198)	Copier (159)	Resource Library (32)	Typewriter (17)
Skills Certificate (14)	Workshop (12)	Orientation (12)	

### First Impressions (First Time Customers)

For the month of February, all locations recorded 248 first time customers. One hundred ninety 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 9.27 to 9.40 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](mailto:pitd26@co.merced.ca.us).

**Summary Data for Customer Service for February 2004  
(Day Pass Information)**

	<b>Feb 03</b>	<b>Dec 03</b>	<b>Jan 04</b>	<b>Feb 04</b>
<b>Daily Sign-ins</b>	4,645	3,976	5,029	4,464
<b>Daily Questionnaires</b>	2,404	1,691	1,688	1,552
<b>First Visit</b>	216	268	396	248

**Customer Satisfaction**

Courtesy of Staff	9.52	9.67	9.52	9.61
Time it took for staff to assist you	9.48	9.61	9.55	9.59
Did you get the information you needed	9.44	9.66	9.54	9.62
Were you satisfied with the services?	9.53	9.61	9.51	9.65
Did we help you today?	9.55	9.64	9.51	9.64

**What did our customer use?**

Computer	2,404	1,244	1,262	1,060
CalJobs/Internet Job Search	1,457	555	636	536
Resume/Cover Letter	828	172	191	170
Typing Practice	252	54	84	62
Typing Certificate	90	22	27	22
Career Exploration	23	42	57	48
Job Listing	82	257	265	212
Fax	479	206	229	201
Copier	287	154	195	159
Telephone	222	193	247	198
Typewriter	386	18	20	17
Resource Library	31	27	36	32
Skills Certificate	20	21	17	14
Plato Lab	17	181	262	224
Workshop	437	57	22	12
Orientation	27	13	22	12

**How did you hear about us?**

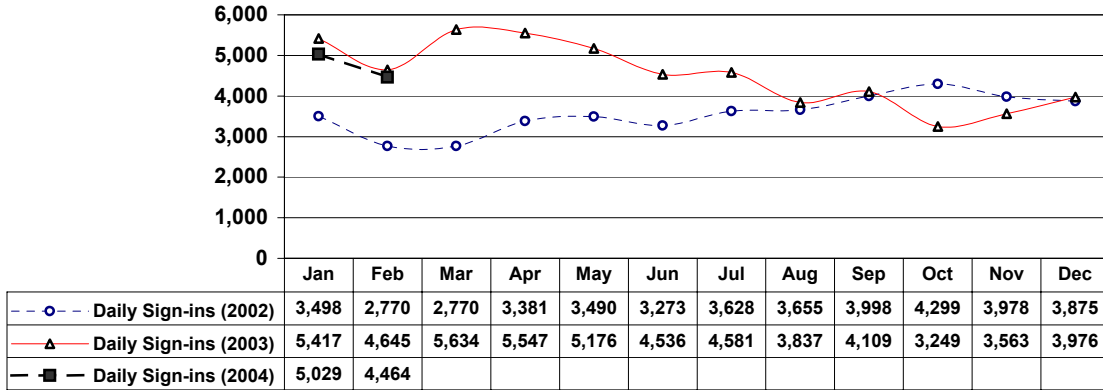
Newspaper ad	21	10	36	58
Radio ad	0	1	6	6
Flyer/Brochure	5	2	7	1
Friend/Family	25	9	27	19
EDD	13	14	29	22
Merced Mall	1	0	2	1
Billboard	5	0	0	1
TV ad	0	0	0	1
Internet	3	10	8	5
Walk-in	7	31	62	48
CalWORKs	6	11	25	30
Phonebook	0	4	4	7

Na = Not Asked

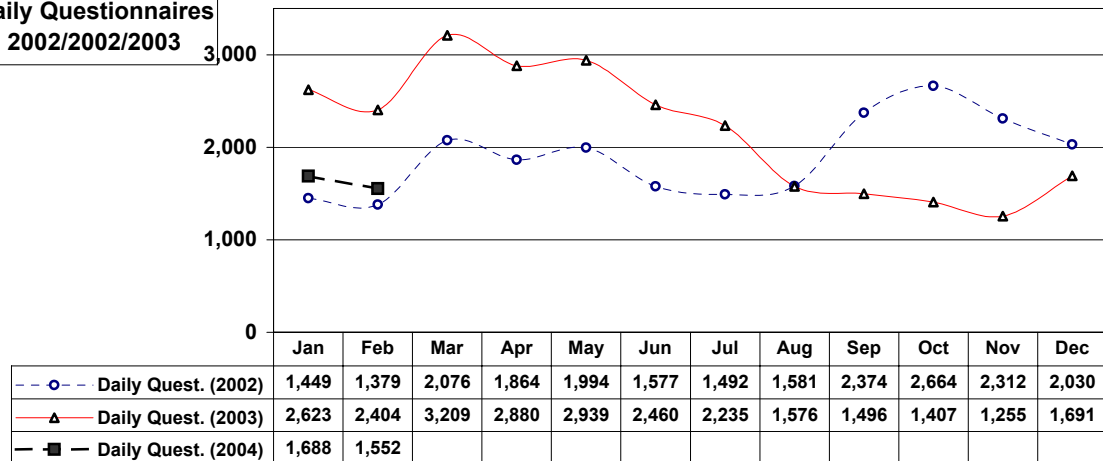
Marketing advertisements for February 2004.  
 02/3-7, 10-14, 17-21, 24-28/2004: Various Newspaper Ads  
 02/1-31/2004: Radio Advertisements with KABX, KIBG, KBRE, and KYOS  
 Worknet Signs placed inside all Merced "The Bus" buses.

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

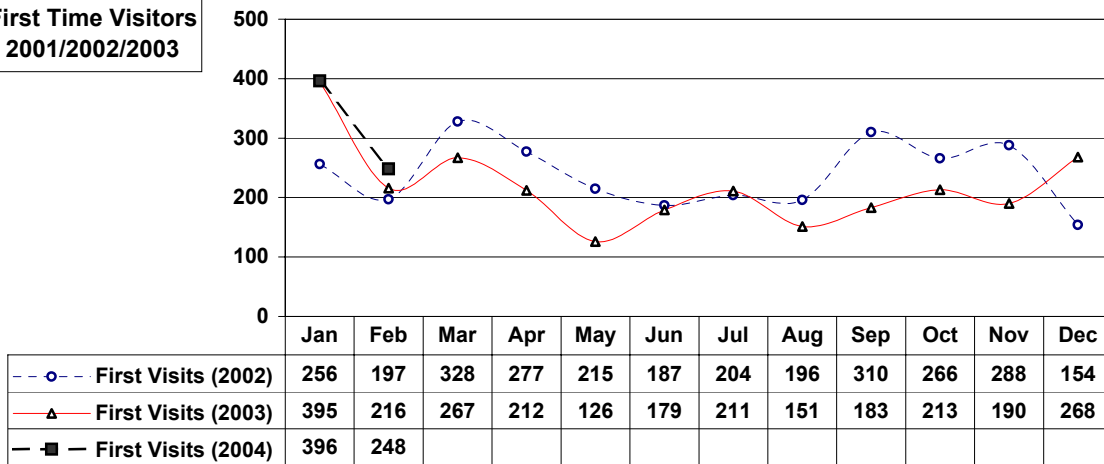
**Daily Sign-ins  
2002/2003/2004**



**Daily Questionnaires  
2002/2002/2003**



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



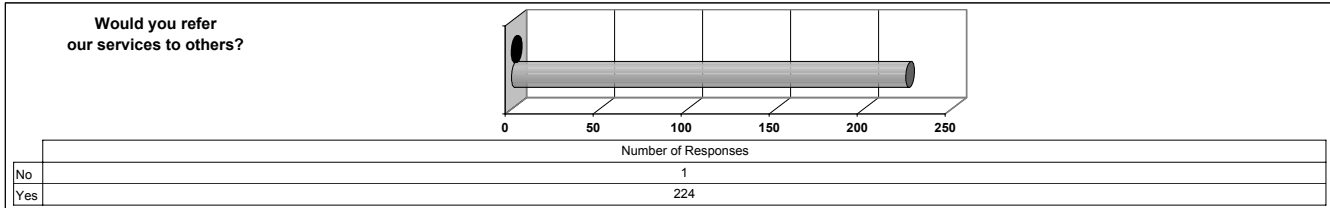
**WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)**  
**All Locations - February 2004**  
**Excludes First Time Visitors - See First Impressions**

Number of sign-ins	4,464
Number of questionnaires	1,552
Number of First Visitors*	248
*Merced	172
*Los Banos	69
*Livingston	7

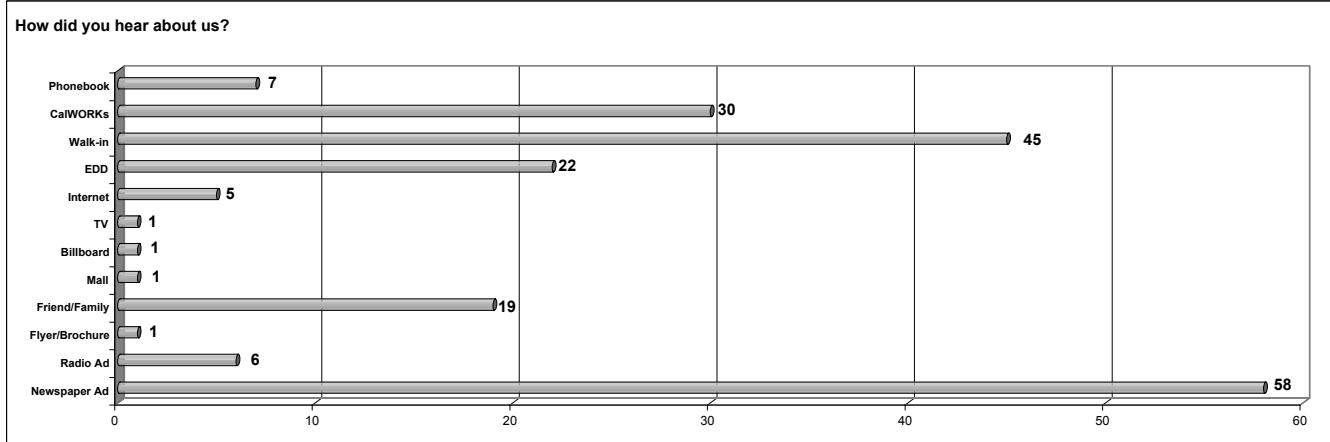
35%

Employed?	#	%
Full-time	18	1.2%
Part-time	24	1.5%
Temporary	25	1.6%
Not Employed	836	53.9%
No Answer	649	41.8%

Time of Visit	#
Morning	642
Afternoon	859
After 5	0
No Answer	51



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	1,316	0	0	1	2	0	4	5	8	25	191	9.61
Time it took for staff to assist you	1,318	1	1	0	2	0	5	3	12	15	195	9.59
Did you get the information you needed?	1,317	1	0	1	1	0	6	2	12	14	198	9.62
Were you satisfied with the services?	1,318	0	0	2	1	0	2	5	9	22	193	9.65
Did we help you today?	1,318	0	0	2	1	1	5	2	6	22	195	9.64



**Service Data**

February		2	3	4	5	6	9	10	11	13	17	18	19	20	23	24	25	26	27	29	Total
Day of Week		M	T	W	TH	F	M	T	W	F	T	W	TH	F	M	T	W	TH	F	S	
Number of Questionnaires		1	51	98	85	73	82	95	85	62	64	87	55	105	98	92	71	1	88	121	1,414
Computer			42	77	71	53	68	69	65	45	45	66	36	75	80	66	47	1	64	90	1,060
CalJobs/Internet Job Search			19	40	36	26	42	36	43	28	25	23	20	30	40	39	21	1	29	38	536
Resume/Cover Letter			5	13	13	6	11	16	13	6	4	12	9	11	11	7	12		8	13	170
Typing Practice			1	3	6	5	4	5	3	2	1	2	1	3	4	4	4		7	7	62
Typing Certificate			1	2	2	1	3	2	2					3	2		1		2	1	22
Career Exploration			1	1	3		2	1	2	3	4	3	4	2	6	2			4	10	48
Job Listing			9	15	17	7	9	18	12	9	9	7	11	19	16	13	6	1	15	19	212
Fax			8	15	11	11	17	18	15	7	6	10	13	16	12	6	12		11	13	201
Copier			5	13	11	12	9	14	8	6	5	10	8	12	12	7	10		8	9	159
Telephone			8	16	7	11	13	16	11	12	8	13	12	13	12	9	10		12	15	198
Typewriter			2	1	2		2	2	1			1			1	1	1		1	2	17
Resource Library			2	2	3	1	1	3	2		1	2		1	3	2	3			6	32
Skills Certificate			1		1			3		1		1		2	2		1		1	1	14
Plato Lab			7	11	8	10	10	15	11	12	16	11	10	19	13	25	13		11	22	224
Workshop			1				1	1	1	1	1	1	1						1	4	12
Orientation			1	2					1		1	1	4				1			1	12

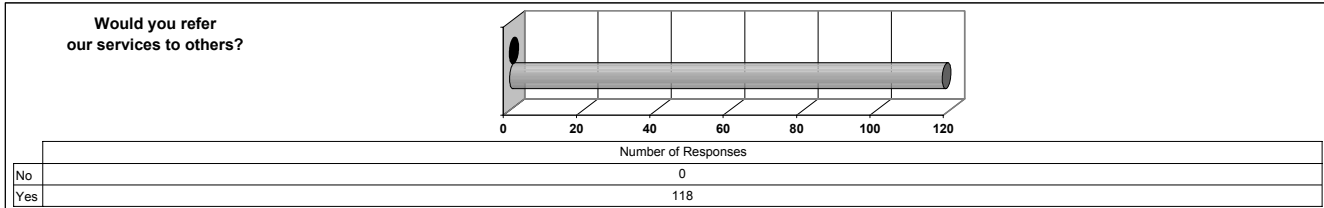
**WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)**  
**Merced - February 2004**  
**Excludes First Time Visitors - See First Impressions**

Number of sign-ins	2,539
Number of questionnaires	817
Number of First Visitors*	172

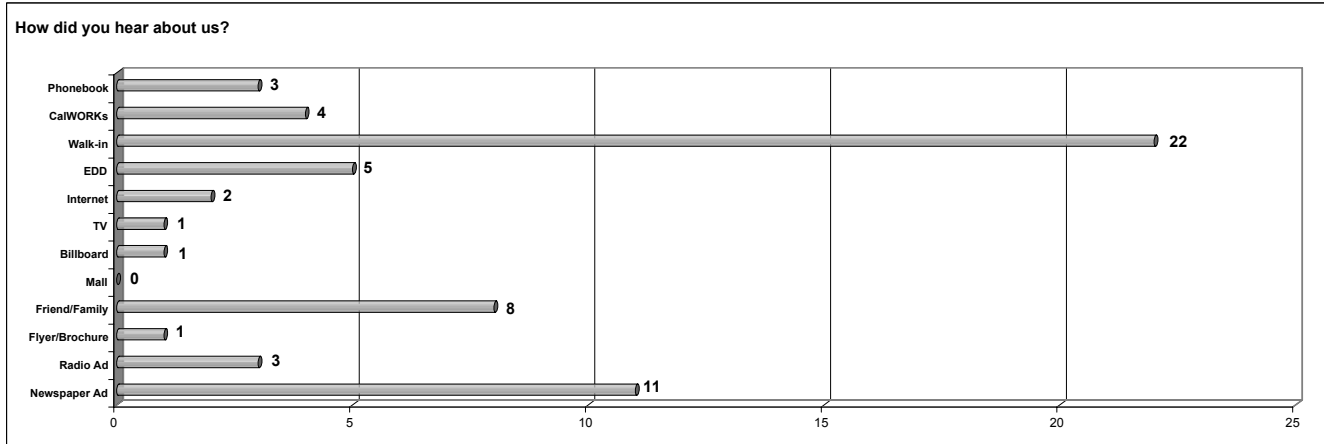
32%

Employed?	#	%
Full-time	12	1.5%
Part-time	10	1.2%
Temporary	21	2.6%
Not Employed	758	92.8%
No Answer	16	2.0%

Time of Visit	#
Morning	216
Afternoon	568
After 5	0
No Answer	33



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	691	0	0	0	1	0	3	2	7	18	95	9.56
Time it took for staff to assist you	693	0	0	0	1	0	3	1	6	13	100	9.63
Did you get the information you needed?	693	0	0	0	1	0	3	1	4	12	103	9.67
Were you satisfied with the services?	694	0	0	0	1	0	2	3	3	17	97	9.63
Did we help you today?	693	0	0	0	1	1	2	1	3	17	99	9.64



**Service Data**

	February														Total			
	2	3	4	5	6	9	10	11	13	17	18	19	20	23		24	25	26
Day of Week	M	T	W	TH	F	M	T	W	F	T	W	TH	F	M	T	W	TH	
Number of Questionnaires	85	45	64	42	59	49	53	66	59	56	32	43	42	38	34	28	22	817
Computer	66	31	55	39	52	35	46	53	52	47	26	33	36	31	24	22	16	664
CalJobs/Internet Job Search	31	13	13	10	17	19	16	12	23	19	9	13	10	9	11	9	7	241
Resume/Cover Letter	7	5	13	2	8	3	4	5	14	9	3	6	4	3	5	7	3	101
Typing Practice		1	5	4	8	4	1	2	3	5	3	1	3			1	1	42
Typing Certificate		1	1	1	2	1		1	3	1		1	2					14
Career Exploration	3	1	2	1	3	1	6	2	1	3	1	2			3	2		31
Job Listing	15	14	4	3	6	6	7	14	13	14	8	13	7	3	5	8	3	143
Fax	8	8	11	4	9	9	2	8	11	9	5	6	8	6	4	5	6	119
Copier	11	12	9	2	9	3	5	6	9	11	4	4	6	2	2	3	7	105
Telephone	8	11	6	7	8	7	2	8	12	9	7	6	3	2	4	1	5	106
Typewriter	3	2		1					2	1		1	1			1	2	14
Resource Library		5		1	1	1		1		2	2		1					14
Skills Certificate	1	3		1						1		1		1		1		9
Plato Lab	3	5	1	2		2	4	2	3	4	1	2	1	2	3	2	2	39
Workshop	1	3	1	1			4			1	1	1			2	1		16
Orientation	4	1		1	1					2		1	1	1		1		12

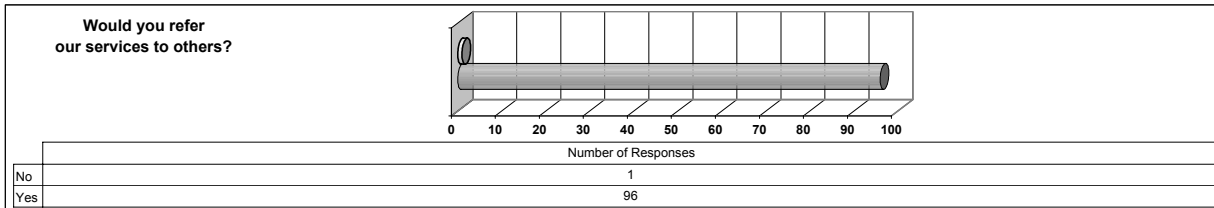
**WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)**  
**Los Banos - February 2004**  
**Excludes First Time Visitors - See First Impressions**

Number of sign-ins	1,802
Number of questionnaires	711
Number of First Visitors*	69

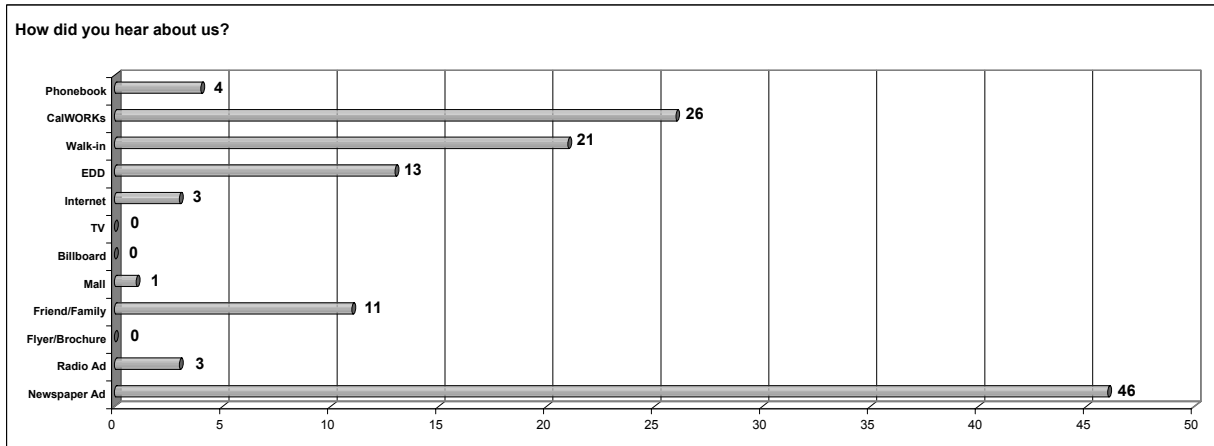
39%

Employed?	#	%
Full-time	4	0.6%
Part-time	13	1.8%
Temporary	4	0.6%
Not Employed	76	10.7%
No Answer	614	86.4%

Time of Visit	#
Morning	419
Afternoon	283
After 5	0
No Answer	9



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	610	0	0	0	1	0	0	3	1	7	89	9.76
Time it took for staff to assist you	610	0	0	0	1	0	2	2	6	2	88	9.66
Did you get the information you needed?	610	0	0	0	0	0	3	1	8	2	87	9.67
Were you satisfied with the services?	610	0	0	1	0	0	0	2	6	5	87	9.70
Did we help you today?	611	0	0	1	0	0	2	1	3	5	88	9.71



**Service Data**

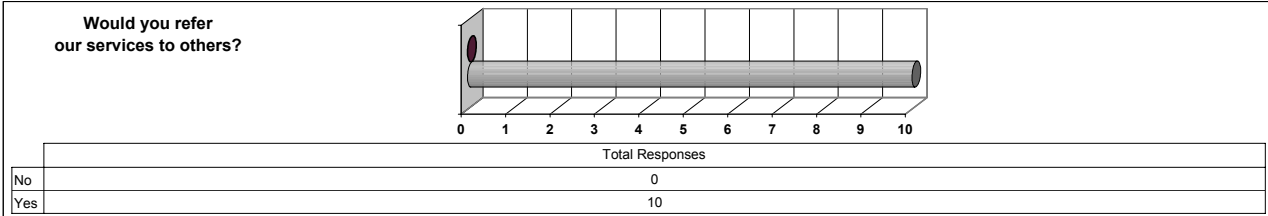
	February														Total				
	2	3	4	5	6	9	10	11	13	17	18	19	20	23		24	25	26	27
Day of Week	M	T	W	TH	F	M	T	W	F	T	W	TH	F	M	T	W	TH	F	
Number of Questionnaires	68	46	36	40	33	31	32	30	30	42	39	44	34	38	47	38	40	43	711
Computer	46	30	21	25	19	23	18	19	14	24	20	19	19	24	25	23	20	26	415
CalJobs/Internet Job Search	28	21	17	19	14	17	11	9	11	15	15	10	13	16	17	15	14	22	284
Resume/Cover Letter	3	4	2	5	2	3	4	7	3	3	4	3	2	2	3	5	3	7	65
Typing Practice	6	5		1		2	1				2	1		1	3		2	1	25
Typing Certificate			1		1	1					1				1				5
Career Exploration	1		2		1	1	1	1			2	1	2	2	3	1			18
Job Listing	5	5	4	5	3	1	2	2	4	6	8	3	3	6	6	6	2	12	83
Fax	10	3	2	7	1	4	1	5	6	5	6	4	5	3	9	5	2	11	89
Copier	9	5	3	4	5	4		5	1	3	3		4	1	8	4	4	8	71
Telephone	20	10	3	4	6	5	1	2	8	7	5	3	6	4	12	6	6	11	119
Typewriter	1				1										1				3
Resource Library	1		1	2	2	1	1		3		1		1	1	1	1	1	3	20
Skills Certificate	2							1	1		1		1	1	2	1	2	2	14
Plato Lab	17	16	16	11	11	12	15	12	7	16	16	20	12	10	17	11	12	10	241
Workshop	3	4	2		2	1			1	1			1	1			1	5	22
Orientation					1							3				1	3		8

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

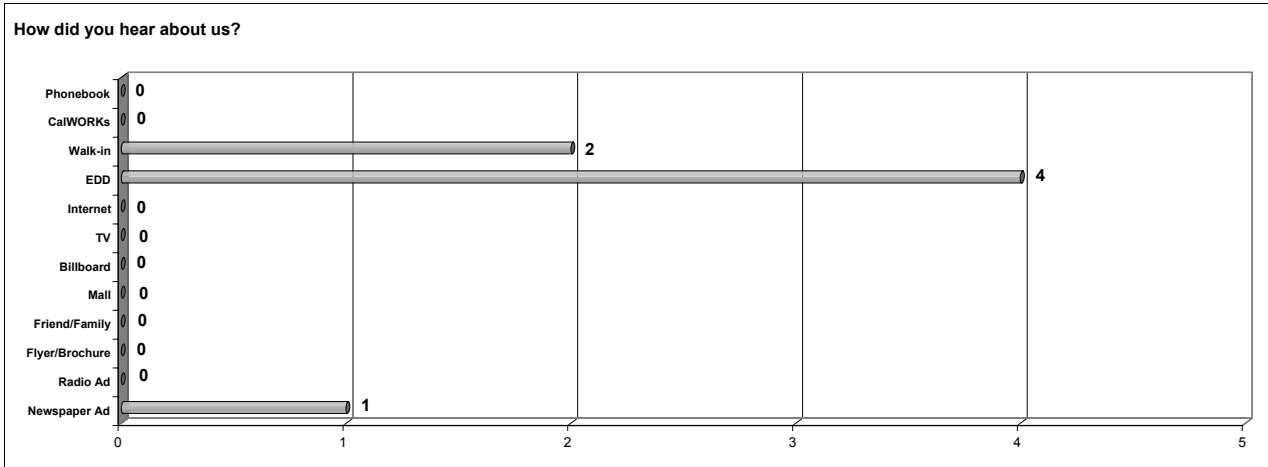
Number of sign-ins	123	
Number of questionnaires	24	20%
Number of First Visitors*	7	

Employed?	#	%
Full-time	2	8.3%
Part-time	1	4.2%
Temporary	0	0.0%
Not Employed	2	8.3%
No Answer	19	79.2%

Time of Visit	#
Morning	7
Afternoon	8
After 5	0
No Answer	9



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	15	0	0	1	0	0	1	0	0	0	7	8.78
Time it took for staff to assist you	15	1	1	0	0	0	0	0	0	0	7	8.11
Did you get the information you needed?	14	1	0	1	0	0	0	0	0	0	8	8.40
Were you satisfied with the services?	14	0	0	1	0	0	0	0	0	0	9	9.30
Did we help you today?	14	0	0	1	0	0	1	0	0	0	8	8.90



**Service Data**

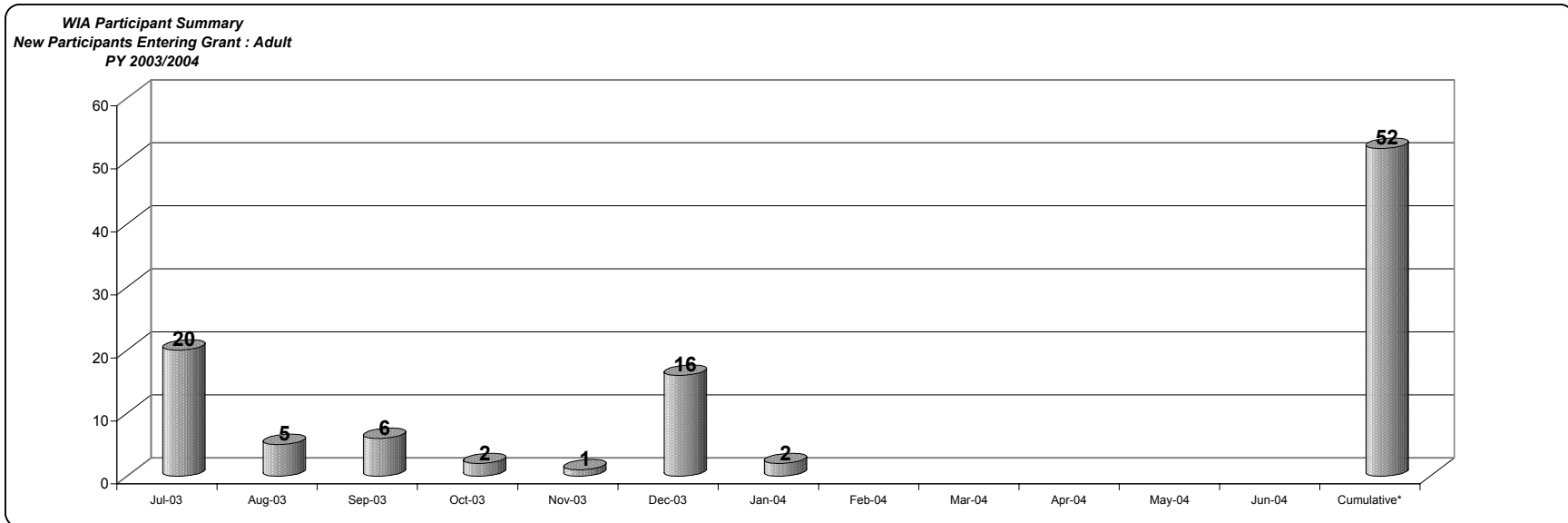
	February														Total
	4	6	10	11	13	18	20	23	24	25	26	27	29		
Day of Week	W	F	T	W	F	W	F	M	T	W	TH	F	S		
Number of Questionnaires	3	3	1	1	1	5	1	1	1	2	1	3	1		
Computer	1	2	1	1	1	2	1	1	1	2		3	1		
CalJobs/Internet Job Search	1	1	1	1	1		1	1	1			1	1		
Resume/Cover Letter			1	1		2									
Typing Practice				1											
Typing Certificate															
Career Exploration				1						1					
Job Listing	1	2	1			1	1			1					
Fax			1										1		
Copier												1			
Telephone			1			2					1				
Typewriter															
Resource Library															
Skills Certificate															
Plato Lab															
Workshop											1				
Orientation														0	



**WIA PARTICIPANT SUMMARY REPORT - ADULT**  
**PY 2003/2004**  
**Report Range 07/2003 to 01/2004**

	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	132	104						246	340
Participants Carried In	194	213	218	113	115	116	102						194	260
New Participants Entering Grant	20	5	6	2	1	16	2						52	80
<b>Total Participants Exiting WI</b>	1	0	111	0	0	30	0						142	130
Entered Unsubsidized Employment	1	0	111	0	0	23	0						134	120
Training Related	0	0	23	0	0	8	0						31	60
Entered Military Service	0	0	0	0	0	0	0						0	
Entered Qualified Apprenticeship Program	0	0	1	0	0	0	0						1	
Entered Post-Secondary Education	0	0	0	0	0	0	0						0	
Entered Advanced Training	0	0	1	0	0	0	0						1	
Attained Recognized Certificate/Diploma/Degree	0	0	25	0	0	12	0						37	
Attained High School Diploma/GED	0	0	0	0	0	0	0						0	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0	0						0	
Exits Excluded from Performance	1	0	0	0	0	0	0						1	
Other Exits	0	0	66	0	0	29	0						95	40

Program Activities/Services Summary	Enrolled													
	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	132	104						246	300
Intensive Services	115	116	118	88	89	106	90						140	240
Training Services	59	60	60	46	46	47	51						77	80
Youth Services	0	0	0	0	0	0	0						0	
Concurrent Program Participants	11	11	11	5	5	6	5						12	
Individual Training Accounts	14	14	14	11	11	11	6						14	
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0						0	

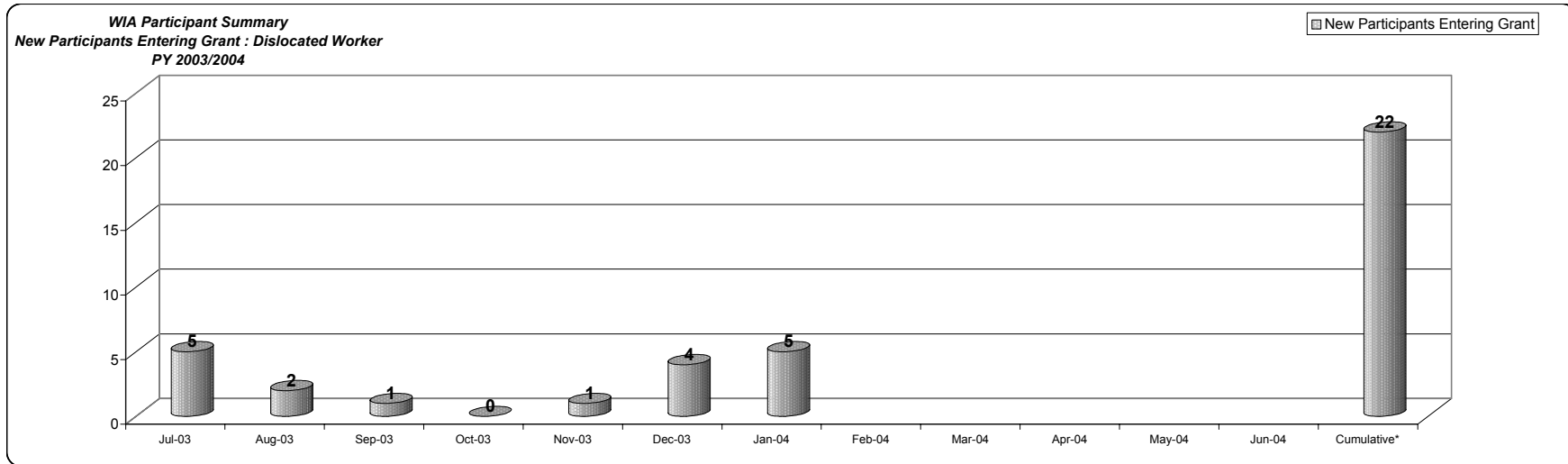


Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

**WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER**  
**PY 2003/2004**  
**Report Range 07/2003 to 01/2004**

	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
<b>Total Participants</b>	123	124	125	100	101	107	65						140	290
Participants Carried In	118	122	124	100	100	103	60						118	200
New Participants Entering Grant	5	2	1	0	1	4	5						22	90
<b>Total Participants Exiting WI</b>	1	0	25	0	0	49	0						75	80
Entered Unsubsidized Employment	1	0	24	0	0	36	0						61	90
Training Related	0	0	10	0	0	17	0						27	60
Entered Military Service	0	0	0	0	0	0	0						0	
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0						0	
Entered Post-Secondary Education	0	0	0	0	0	0	0						0	
Entered Advanced Training	0	0	0	0	0	0	0						0	
Attained Recognized Certificate/Diploma/Degree	0	0	11	0	0	32	0						43	
Attained High School Diploma/GED	0	0	0	0	0	0	0						0	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0	0						0	
Exits Excluded from Performance	0	0	1	0	0	1	0						2	
Other Exits	0	0	20	0	0	45	0						65	40

<b>Program Activities/Services Summary</b>	<b>Enrolled</b>													
Core Services (Registered)	123	124	125	100	101	107	65						140	420
Intensive Services	89	89	92	79	80	84	54						104	60
Training Services	49	50	50	42	43	44	25						57	60
Youth Services	0	0	0	0	0	0	0						0	
Concurrent Program Participants	14	15	15	13	13	15	11						20	
Individual Training Accounts	24	24	24	21	21	21	7						24	
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0						0	

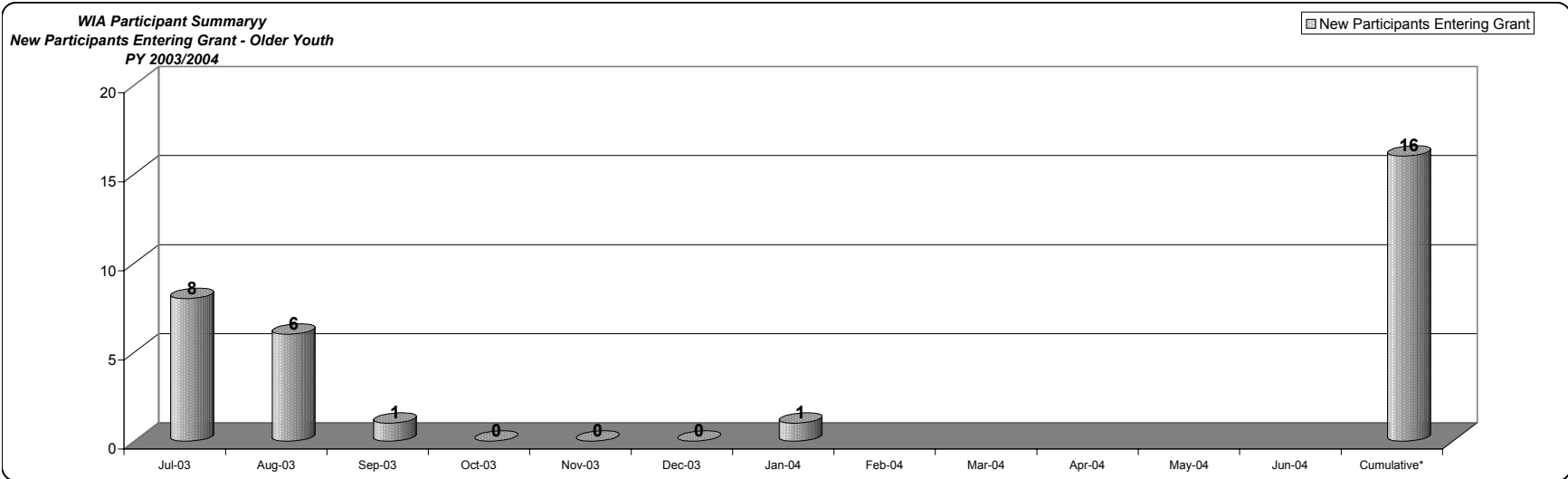


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**WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH**  
**PY 2003/2004**  
**Report Range 07/2003 to 01/2004**

	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
<b>Total Participants</b>	150	156	157	157	157	152	125						158	288
Participants Carried In	142	150	156	157	157	152	124						142	163
New Participants Entering Grant	8	6	1	0	0	0	1						16	125
<b>Total Participants Exiting WI</b>	0	0	0	0	0	9	6						39	100
Entered Unsubsidized Employment	0	0	0	0	0	5	2						12	30
Training Related	0	0	0	0	0	3	0						4	10
Entered Military Service	0	0	0	0	0	0	0						0	
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0						0	
Entered Post-Secondary Education	0	0	0	0	0	5	2						8	5
Entered Advanced Training	0	0	0	0	0	0	0						1	
Attained Recognized Certificate/Diploma/Degree	0	0	0	0	0	0	1						2	
Attained High School Diploma/GED	0	0	0	0	0	0	0						1	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0	0						0	
Exits Excluded from Performance	0	0	0	0	0	1	0						4	
Other Exits	0	0	0	0	0	8	5						36	20

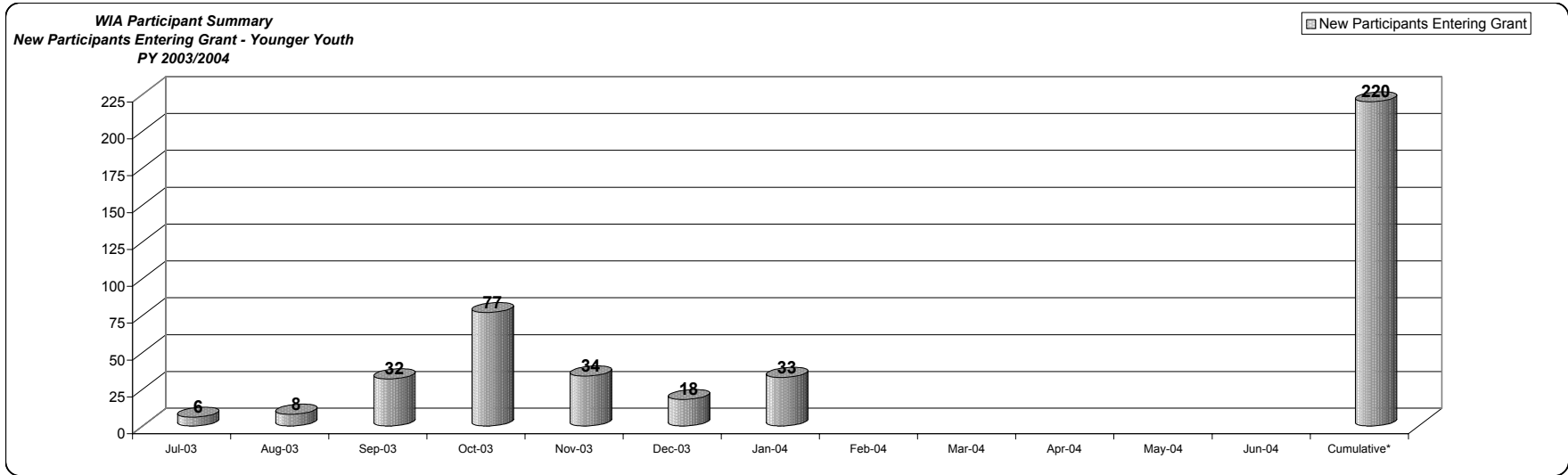
<b>Program Activities/Services Summary</b>	<b>Enrolled</b>													
Core Services (Registered)	0	0	0	0	0	0	0						0	
Intensive Services	139	145	146	146	146	143	118						149	
Training Services	81	85	88	88	88	85	76						93	
Youth Services	114	120	121	121	121	125	107						131	
Concurrent Program Participants	136	141	142	142	142	137	110						142	
Individual Training Accounts	0	0	0	0	0	0	0						0	
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0						0	



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**WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH**  
**PY 2003/2004**  
**Report Range 07/2003 to 01/2004**

	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
<b>Total Participants</b>	531	498	404	446	478	491	497						745	1,160
Participants Carried In	525	490	372	369	444	473	464						525	790
New Participants Entering Grant	6	8	32	77	34	18	33						220	370
<b>Total Participants Exiting WI</b>	41	126	35	2	2	11	15						263	430
Entered Unsubsidized Employment	5	25	4	1	1	3	0						50	80
Training Related	8	3	3	1	0	0	0						21	25
Entered Military Service	0	3	0	0	1	0	0						4	4
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0						0	10
Entered Post-Secondary Education	13	29	13	1	0	4	1						65	135
Entered Advanced Training	0	1	0	0	0	0	0						1	6
Attained Recognized Certificate/Diploma/Degree	38	116	27	1	0	1	6						199	
Attained High School Diploma/GED	38	117	28	1	0	0	6						195	350
Returned to Secondary School (Youth Only)	2	4	1	0	1	1	3						14	10
Exits Excluded from Performance	0	0	0	0	0	0	3						4	
Other Exits	41	126	35	2	2	11	14						259	400
<b>Program Activities/Services Summary</b>	<b>Enrolled</b>													
Core Services (Registered)	0	0	0	0	0	0	0						0	
Intensive Services	96	103	104	104	104	100	83						113	
Training Services	70	77	78	78	78	75	64						82	
Youth Services	522	488	395	437	469	485	492						740	
Concurrent Program Participants	471	439	341	362	388	394	391						627	
Individual Training Accounts	0	0	0	0	0	0	0						0	
Goals Set (Younger Youth Only)	12	15	42	87	37	25	66						304	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	4	11				17	4	28	32
	11 STAFF ASSIST JOB DEVELOP		1						1	1
	12 STAFF ASSIST JOB REFER		1						1	1
	13 STAFF ASSIST JOB SRCH	4	27			7	20	11	47	58
	14 STAFF ASSIST WRKSHIP									
	15 OTHER CORE SERVICES	2	1			3		5	1	6
	16 NON WIA FUNDED SERVICES									
17 CO-ENROLLED CORE SERVICES										
INTENSIVE	30 CASE MGMNT FOR PARTIC	5	30	33	121	7	9	45	160	205
	31 COMPREHENSIVE ASSESSMNTS	3				3		6		6
	32 DEVELOP INDIV EMPL PLAN	15	1			4	1	19	2	21
	33 GROUP COUNSELING									
	34 EMPL EXPERIENCE			1	6			1	6	7
	35 INDIV CNSLNG CAREER PLAN				8		1		9	9
	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	19			1	19	20
	51 CUSTOMIZED TRAINING				1				1	1
	52 ENTREPRENEURIAL TRAINING			9	3			9	3	12
	53 JOB READINESS TRAINING				1				1	1
	54 OCCUP SKILLS TRAINING	15	23	8	34	3	5	26	62	88
	55 ON THE JOB TRAINING					2		2		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	12			5	6	12	18	30
61 CO-ENROLLED TRAINING SRVCS										
YOUTH	70 SUMMER RELATED									
	71 EDUCATNL ACHVMNT SRVCS			236	178			236	178	414
	72 EMPLOYMENT SERVICES			186	175			186	175	361
	73 CITIZEN LEADERSHIP SRVCS			2	2			2	2	4
	74 OTHER YOUTH SERVICES				1				1	1
	75 NONWIA FUNDED YOUTH SRVCS									
	76 CO-ENROLLED YOUTH SRVCS									
MISC.	80 OTHER JTPA									
	81 SUPPORTIVE SERVICES	23	38	4	48	9	15	36	101	137
	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		1						1	1	
TOTAL		79	146	480	597	43	76	602	819	1421

**WIA Participant Characteristics Summary**  
**Report Period: 7/2003 to 01/30/2004**  
**Data as of: 02/20/2004**

	Adult		Dislocated Workers		Older Youth		Younger Youth		All Programs	
	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Total
<b>Total Participants</b>	246	100.0%	140	100.0%	158	100.0%	745	100.0%	1,289	100.0%
<b>Gender</b>										
Female	161	65.4%	60	42.9%	79	50.0%	377	50.6%	677	52.5%
Male	85	34.6%	80	57.1%	79	50.0%	368	49.4%	612	47.5%
<b>Age</b>										
14 - 18	8	3.3%	2	1.4%	0	0.0%	745	100.0%	755	58.6%
19 - 21	43	17.5%	3	2.1%	158	100.0%	0	0.0%	204	15.8%
22 - 29	88	35.8%	36	25.7%	0	0.0%	0	0.0%	124	9.6%
30 - 44	81	32.9%	62	44.3%	0	0.0%	0	0.0%	143	11.1%
45 - 54	21	8.5%	27	19.3%	0	0.0%	0	0.0%	48	3.7%
55 - 61	5	2.0%	8	5.7%	0	0.0%	0	0.0%	13	1.0%
62 - 64	0	0.0%	2	1.4%	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	0.8%	1	0.7%	1	0.6%	8	1.1%	12	0.9%
Asian	24	9.8%	3	2.1%	22	13.9%	142	19.1%	191	14.8%
Black/African American	22	8.9%	10	7.1%	24	15.2%	56	7.5%	112	8.7%
Hawaiian Native/Other Pacific Islander	5	2.0%	1	0.7%	0	0.0%	9	1.2%	15	1.2%
White	111	45.1%	50	35.7%	30	19.0%	99	13.3%	290	22.5%
Ethnicity Hispanic or Lation	89	36.2%	78	55.7%	86	54.4%	450	60.4%	703	54.5%
<b>Veterans Status</b>										
Total Veterans	12	4.9%	16	11.4%	0	0.0%	1	0.1%	29	2.2%
Campaign Veteran	7	2.8%	13	9.3%	0	0.0%	0	0.0%	20	1.6%
Disabled Veteran	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Recently Separated Veteran	3	1.2%	4	2.9%	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%
<b>Labor Force Status</b>										
Employed	130	52.8%	2	1.4%	17	10.8%	26	3.5%	175	13.6%
Unemployed	116	47.2%	138	98.6%	140	88.6%	718	96.4%	1,112	86.3%
<b>Public Assistance Status</b>										
TANF	11	4.5%	3	2.1%	13	8.2%	235	31.5%	262	20.3%
GA, RCA, or SSI	4	1.6%	2	1.4%	5	3.2%	61	8.2%	72	5.6%
Pell Grant Recipient	15	6.1%	4	2.9%	1	0.6%	2	0.3%	22	1.7%
Food Stamps	24	9.8%	13	9.3%	28	17.7%	292	39.2%	357	27.7%
<b>Education Status</b>										
Student, High School or Less	0	0.0%	2	1.4%	1	0.6%	627	84.2%	630	48.9%
Student, Attending Post High School	62	25.2%	23	16.4%	0	0.0%	0	0.0%	85	6.6%
Out-of-School, High School Dropout	4	1.6%	5	3.6%	32	20.3%	25	3.4%	66	5.1%
Out-of-School, High School Grad, with Employ Difficulty	38	15.4%	43	30.7%	125	79.1%	92	12.3%	298	23.1%
Out-of-School, HSG, No Employ Diff. (Counted as In-School)	142	57.7%	67	47.9%	0	0.0%	1	0.1%	210	16.3%
<b>Unemployment Insurance Status</b>										
UI Claimant	8	3.3%	93	66.4%	5	3.2%	1	0.1%	107	8.3%
UI Exhaustee	7	2.8%	18	12.9%	2	1.3%	1	0.1%	28	2.2%
<b>Barriers To Employment</b>										
Disabled	5	2.0%	3	2.1%	3	1.9%	141	18.9%	152	11.8%
Limited Eng. Proficiency	1	0.4%	1	0.7%	11	7.0%	87	11.7%	100	7.8%
Single Parent	47	19.1%	22	15.7%	24	15.2%	19	2.6%	112	8.7%
Worker Profiling/Reemployment Services Referral	0	0.0%	3	2.1%	0	0.0%	0	0.0%	3	0.2%
Low Income	103	41.9%	62	44.3%	155	98.1%	699	93.8%	1,019	79.1%
Displaced Homemaker	0	0.0%	0	0.0%	1	0.6%	0	0.0%	1	0.1%
Offender	5	2.0%	11	7.9%	14	8.9%	54	7.2%	84	6.5%
Homeless	2	0.8%	1	0.7%	5	3.2%	4	0.5%	12	0.9%
Runaway Youth	0	0.0%	0	0.0%	1	0.6%	6	0.8%	7	0.5%
Pregnant/Parenting Youth	0	0.0%	0	0.0%	32	20.3%	36	4.8%	68	5.3%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	152	96.2%	731	98.1%	883	68.5%
Basic Literacy Skills Deficient	23	9.3%	33	23.6%	147	93.0%	707	94.9%	910	70.6%
Substance Abuse	3	1.2%	0	0.0%	4	2.5%	23	3.1%	30	2.3%
Foster Youth	0	0.0%	0	0.0%	1	0.6%	24	3.2%	25	1.9%

**TO: Quality Assurance Committee**

**DATE: 03/26/04**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: One-Stop Success Teleconference**

**PROPOSED MOTION(S): Information Only.**

**DISCUSSION: The Department of Workforce Investment is hosting a National Teleconference presented by the Corporation for Skilled Workforce titled “One-Stop Success – How can You See, Touch, and Feel It?”**

**It will be held on April 27<sup>th</sup> at the Merced County Office of Education, Room J2 at 632 W. 13<sup>th</sup> Street, Merced, from 10:00 a.m. to 12:00 p.m. Along with this committee, other WIB members and Worknet partners are invited to attend. Please RSVP to Dee Knight at (209) 724-2107, or [dknight@co.merced.ca.us](mailto:dknight@co.merced.ca.us).**

**Ed Strong and Nina Babich will be the presenters and are associated with The Corporation for a Skilled Workforce. The topics include: What a great One-Stop looks like, What factors have been found to be critical to one-stop success, How your One-Stop stacks up against the industry leaders, and What can happen when creative people act as leaders to challenge mediocrity.**

**ATTACHMENT(S): N/A**