

**Workforce Investment Board of Merced County  
Quality Assurance Committee  
Dept of Workforce Investment (Small Conference Room)  
1880 W. Wardrobe Ave, Merced, CA  
Friday, March 31, 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)

1. Call to Order and Roll Call .....
2. Approval of Agenda .....
3. Approval of Minutes (January 27, 2006) .....
4. Public Opportunity to Speak .....
5. Action Agenda .....
  - a. Affiliate Site Certification ..... Dave Davis
  - b. Strategic Scorecard ..... Dave Davis
  - c. Proposed Performance Measures 2005/2006..... Dave Davis
6. Information/Discussion .....
  - a. Performance Measures – 2<sup>nd</sup> Quarter PYOS .....
  - b. Participant Data Reports – January, February 2006.....
  - c. WIB Customer Satisfaction Reports – January, February 2006.....
  - d. Merced County Labor Force and Industrial Employment Report, January 2006 .....
7. Chair Comments .....
8. Next Meeting Date/Time – April 28, 2006 (time to be discussed). .....
9. Adjourn.....

**Workforce Investment Board of Merced County**  
**Quality Assurance Committee**  
**Dept of Workforce Investment Small Conference Rm**  
**1880 W. Wardrobe Ave, Merced, CA**  
**January 27, 2006, 7:30–9:00 a.m.**  
**Meeting Minutes**



<http://web.co.merced.ca.us/wi/wib/subcommittees/subcommittees.html>

**Members Present:** Albert Montejano (Chair), Terry Nichols, Carole Roberds (Vice Chair), Steve Tinetti

**Members Absent:** Jeremiah Greggains

**Staff Present:** Bernedette Castaneda, Dave Cramer, Dave Davis, Debby Hoban, Alfredo Mendoza, Joanne Presnell

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- 1. Call to Order and Roll Call:** The Chair called the meeting to order at 7:35 a.m. A sign-in sheet was used in lieu of roll call.
  - 2. Approval of Agenda:** Mr. Dave Davis requested two informational items be added to the agenda: 6d. Update from Leadership Team regarding recertification feedback report and, 6e. Results of Employment Development Department (EDD) monitoring visit. It was *M/S/C Roberds/Nichols* to approve the agenda with the above additions.
  - 3. Approve Minutes (November 4, 2005):** It was *M/S/C Roberds/Nichols* to approve the November 4, 2005 minutes.
  - 4. Public Opportunity to Speak:** None
  - 5. Action Agenda:**
    - a. Affiliate Site Certification:** Staff stated that the Worknet Employment Resource Center in Los Banos requested the Workforce Investment Board (WIB) to certify it as a Certified Affiliated One-Stop. The certification process for an affiliated site is simpler than the process for a comprehensive (full service) One-Stop, and should take about three months.

It was *M/S/C Nichols/Roberds* to begin the process to certify the affiliated Los Banos Worknet Employment Resource Center.
    - b. Strategic Scorecard:** Staff reviewed and discussed measures assigned to the Quality Assurance Committee through the WIB Strategic Scorecard.
  - 6. Information/Discussion:**
    - a. Enterprise Zone Annual Report:** Staff reviewed the report and stated that the Enterprise Zone Vouchering Tax Program will end December 31, 2006. At present, the state has not provided criteria on how to apply for an extension or new Enterprise Zone designation.
    - b. Program Summary For Oct/Nov/Dec:** Staff reviewed data and answered specific questions.
    - c. Participant Data Reports:** Staff reviewed data and answered specific questions.

**d. Update from Leadership Team Regarding Recertification Feedback Report:** Ms. Joanne Presnell and Mr. Terry Nichols briefed the committee. The Leadership Team is reviewing the feedback report to prioritize the areas it wants to focus on. As a group it came to consensus on areas in each section concentrating on what two specific things would have the biggest impact in improving services to the customer.

**e. Results of EDD Monitoring Visit: Staff:** Ms. Presnell and Mr. Davis gave an overview of the report from the Employment Development Department. The report concluded the Department is meeting all requirements.

**7. Chair Comments:** The Chair thanked everyone for coming.

**8. Next Meeting Date & Time:** The next meeting will be February 24, 2006, 7:30 a.m., Department of Workforce Investment, Small Conference Room, 1880 W. Wardrobe Ave, Merced.

**9. Adjourn:** The meeting adjourned at 8:45 a.m.

Minutes prepared by Debby Hoban.

**TO: Quality Assurance**

**DATE: 3/31/06**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Affiliate Site Certification**

**PROPOSED MOTION(S): Accept the application for Certification from the Los Banos Worknet Employment Resource Center.**

**DISCUSSION: The Los Banos Worknet Employment Resource Center is applying for certification as an affiliate One-Stop. A site visit is tentatively scheduled for April 28, 2006.**

**ATTACHMENT(S): Application**

# Worknet

**of Merced County  
Employment Resource Center**

800 7<sup>th</sup> Street  
Los Banos, California 93635

## **Application for Affiliate One-Stop Certification**

March 31, 2006



**Merced County  
Workforce Investment Board**



**Affiliate Certification Application**

**Applicant:**

**Worknet** of Merced County Employment Resource Center  
800 7<sup>th</sup> Street  
Los Banos, CA 93635  
Phone: 209-826-7241  
Fax: 209-826-3751

**Joanne Presnell**, Assistant Director  
1880 W. Wardrobe Avenue  
Merced, CA 95340  
Phone: 209-724-2041  
Fax: 209-725-3592  
Email: [jpresnell@co.merced.ca.us](mailto:jpresnell@co.merced.ca.us)

**Bernedette Castaneda**, Program Manager  
800 7<sup>th</sup> Street  
Los Banos, CA 93635  
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Email: [bcastaneda@co.merced.ca.us](mailto:bcastaneda@co.merced.ca.us)

**Brian Cutler**, Supervising E & T Specialist  
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**Authorized Signature:**

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Signature: **Joanne Presnell**, Assistant Director

Date: \_\_\_\_\_

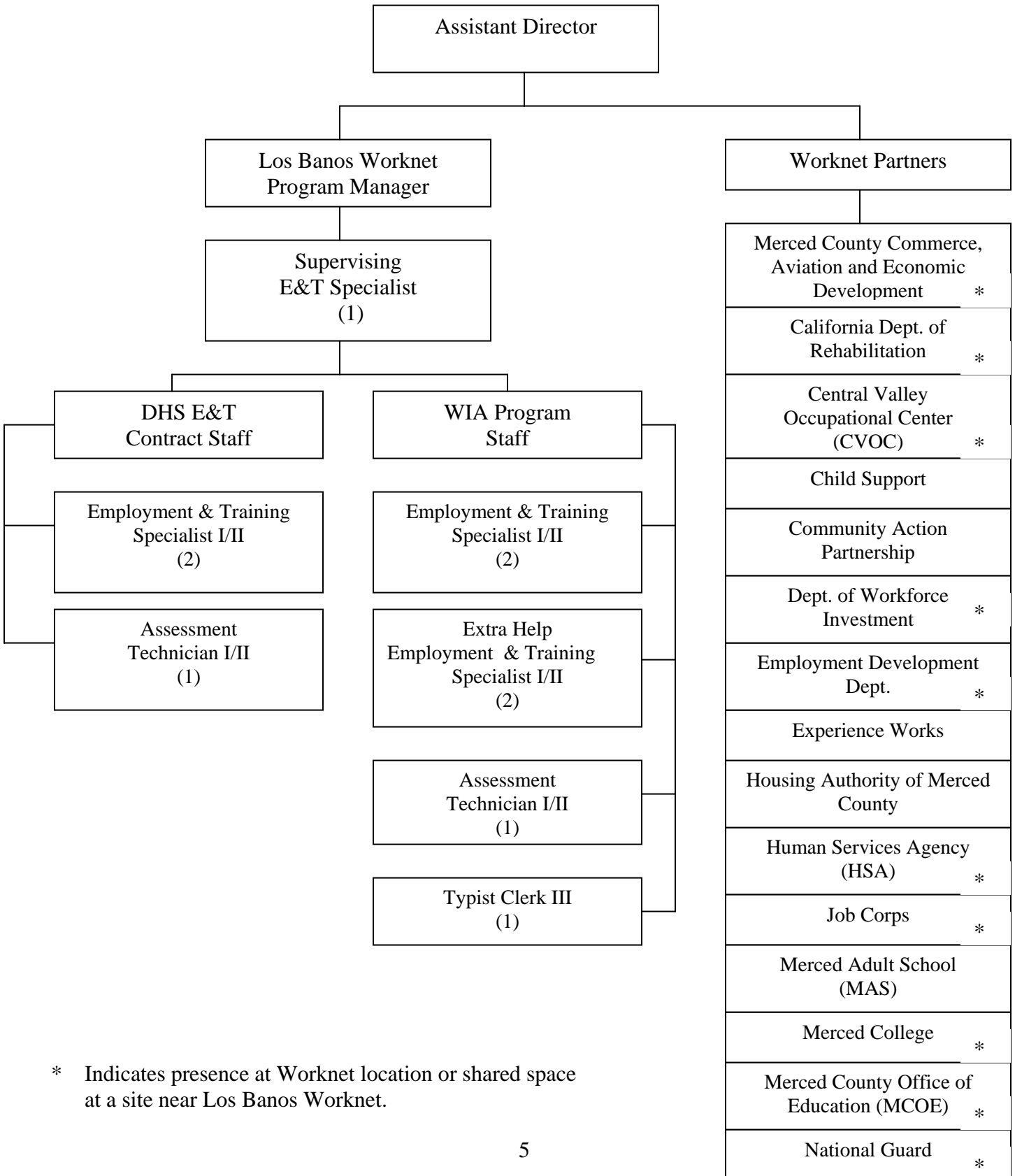
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## Glossary

<b>ADA</b> .....	American with Disabilities
<b>BOS</b> .....	Board of Supervisors
<b>DOL</b> .....	Department of Labor
<b>Dept of WI</b> .....	Department of Workforce Investment
<b>EDD</b> .....	Employment Development Department
<b>EOO</b> .....	Equal Opportunity Officer
<b>ERC</b> .....	Employment Resource Center
<b>ETPL</b> .....	Eligible Training Provider List
<b>GED</b> .....	General Education Diploma
<b>IT</b> .....	Information Technology
<b>JTPA</b> .....	Job Training Partnership Act
<b>LMI</b> .....	Local Market Information
<b>MCOE</b> .....	Merced County Office of Education
<b>MIS</b> .....	Management Information System
<b>OOR</b> .....	Occupational Outlook Report
<b>PITD</b> .....	Private Industry Training Department
<b>ROP</b> .....	Regional Occupation Program
<b>SAGE</b> .....	System of Assessment and Group Evaluation
<b>UI</b> .....	Unemployment Insurance
<b>WIA</b> .....	Workforce Investment Act
<b>WIB</b> .....	Workforce Investment Board
<b>WLT</b> .....	Worknet Leadership Team
<b>WtW</b> .....	Welfare-to-Work

## Worknet Organizational Chart



\* Indicates presence at Worknet location or shared space at a site near Los Banos Worknet.

**To members of the Quality Assurance Committee**  
**Re: Request for Certification of the Los Banos Worknet Employment Resource Center**

**Introduction**

Opened in 1986, the Los Banos office has grown and improved its programs and services to meet customers' and community needs. Today our official title is the Los Banos Worknet Employment Resource Center (ERC); housing a fully equipped job search resource room, a PLATO Lab and a PESCO Lab. The Los Banos Worknet ERC patterns its activities and procedures in concurrence with the comprehensive Merced Worknet Employment Resource Center.

The Los Banos Worknet Employment Resource Center has requested that the Workforce Investment Board (WIB) certify it as a Certified Affiliate One Stop. The manager has obtained approval from the members of the Worknet Leadership Team who support this request. Their approval was given at their January 2006 meeting. A subsequent request was made of the WIB Quality Assurance Committee the same month.

The WIB Quality Assurance Committee accepted the responsibility to study and evaluate the Los Banos Worknet ERC application, conduct a site visit, and make a recommendation to the WIB.

To be recommended for certification, the Los Banos Worknet ERC must receive a minimum score of 100% for the statutory requirements as listed in the Workforce Investment Act, Section 134(d)(2) of the Act.

**Documenting Narrative**

To be certified, the Los Banos Worknet ERC must meet the statutory requirements as listed in the Act Section cited above. The Los Banos Worknet ERC provides all 11 of the core services. This application documents the provision of those services.

***1. Determination of whether individuals are eligible to receive assistance.***

Eligibility determination is available for Workforce Investment Act (WIA) funded Core B, Intensive and Training Services for Adult and Dislocated Workers. Eligibility determination for other program services is also available at the Los Banos Worknet Center for partnerships and contracts. The following are examples, but not a complete listing: Merced Office of Education (MCOE), Out of School Youth services; Central Valley Opportunity Center (CVOC), Migrant and Seasonal Farmworker Programs; Merced College, GED and basic education services; and Employment Development Department (EDD), Wagner Peyser funded services.

**2. *Outreach, Intake and orientation to information and other services available.***

Outreach efforts to customers all over Merced County include brochures, billboards, newspaper ads, job fairs, radio announcements, flyers and posters to announce events and services available at one or all three Worknet ERC locations. Each location produces a calendar for partner and WIA events happening at the center for the month. Partners provide the Worknet ERC with brochures, flyers, and posters announcing events, which are posted on the Los Banos Worknet ERC bulletin boards. All Worknet staff have access to information binders, which collect current information about activities and services available in the community.

Intake information is gathered from customers utilizing Worknet services. Information is requested of individuals coming to Worknet for initial and subsequent visits in order to track and report customer activity, types of services used and requested, customer satisfaction, and referrals to other community services.

Orientations to the Worknet System are held twice a week, on Mondays at 4:00 pm and Wednesdays at 10:00 am. Orientations are comprehensive and include information about the Worknet System and entry information to WIA intensive and training services, as well as partners, and resources. Orientation packets are prepared and handed out at orientation. Packets have current information on partners and services, community resources and contact numbers. Partner and community agency speakers are invited to come in person to talk about their services and how to connect with them.

**3. *Initial assessment of skill levels, aptitudes, abilities and support service needs.***

WIA staff perform an initial assessment of the customer's skill levels, aptitudes, abilities, and support services required. Determination is first made to discover the reason the customer is at Worknet and to clarify what services or partner is most likely to satisfy the customer's needs. Following the determination of customer needs, the individual is provided with information and referrals for assistance.

If the customer is at Worknet to look for employment rather than seeking other types of assistance, the customer is provided a tour of the Worknet ERC and is offered several options as to how Worknet may assist in job search activities. Customers may choose self services and direct their own job search, using one or more of the Worknet ERC tools such as the computers, fax, telephones, books, newspapers, or job boards. However, if the customer requests staff assistance, there are several levels of assistance or options to select from. The initial step would be to attend the orientation and assessment, which would provide invaluable information about skill levels, aptitudes, and abilities. The Los Banos Worknet ERC has various paper and pencil type assessment tools. The System of

Assessment and Group Evaluation (SAGE), Career Navigator, Job Skills Office/Industrial, PLATO and Mavis Bacon Typing Tutor are a few of the tools available.

A portfolio is opened to collect the results from the various assessments and other information completed by the customer. Types of information included in the portfolio are educational background and level, work history, a listing of transferable skills, and career exploration. Also included in the portfolio is a review of any barriers to employment the customer may have. These barriers are taken into consideration when planning for supportive service needs. Also included are the development of a personal budget and determinations for the customer's need for childcare and transportation.

**4. *Job Search, placement assistance and where appropriate, career counseling.***

At the Los Banos Worknet ERC, job search assistance is provided through a combination of resources. Job boards hold announcements of open positions from state, local governments, schools, Merit System, and local businesses. Customers may use Worknet ERC computers to complete on-line applications and attach their resumes. Internet based job search listings are available and job seekers may use such sites as CalJobs, America's Job Bank, Monster.com and Central Valley Jobs.com. Customers may with staff's assistance, open e-mail accounts to obtain responses from employers. Daily newspapers with local job opportunities are also available.

Special interest boards announce on-going mini workshops on job search topics such as interviewing, resumes, and applications.

The Worknet ERC also hosts local employers and employment agency "mini job fairs". Staff and partner staff have invited new and established businesses to come to the center to meet and interview job seekers who consistently use the services. Recently, a new employer, Big 5, contacted the Los Banos Worknet to help in their recruitment and selection for 15 new employees. Although the Worknet ERC does not limit its contacts to just the local staffing services, it is the consistent choice of two particular agencies. Worknet staff have on a continuous basis, set up testing and or interviews for job seekers for these agencies with excellent results.

Career counseling for individuals as appropriate is provided by partner and WIA staff in the Worknet ERC, or by appointment with WIA Specialist staff. Representatives of EDD provide the official labor exchange job search and placement services, both through workshops and individual counseling.

- 5. Employment statistics information for local, regional and national labor market areas including job vacancy listings, information on job skills necessary to obtain the jobs described in the clause, and local information relating to local occupations in demand and the earnings and skill requirements for such occupations.***

Labor market Information (LMI) is available to job seekers and employers in many ways. Access to local, regional and national labor market information is provided through the Worknet ERC computer lab as well as at the local EDD office through their computer bank. The information is available through the Internet and accessible through the EDD, Workforce Investment Board (WIB), Worknet and Department of Workforce Investment (WI) websites.

Websites provide links to local, regional and national labor market areas. Information on job skills necessary to obtain an occupation is available through the local Occupational Outlook Report (OOR), which is on-line and in printed form. The OOR includes information on occupations in demand, earnings, skill requirements, education, experience, and benefits for such occupations. Each of the Workforce Investment Areas in California also provides similar labor market information through the OORs accessible on the EDD website. A link to another LMI resource is to America's Career Infonet that provides nationwide labor market information. America's Job Bank also provides nation-wide job listings. The Worknet ERC is always staffed to provide customers with information on how to find and use LMI resources.

- 6. Provision of performance information and program cost information on eligible providers of training services.***

Customers utilize computers in the Worknet ERC to access the Eligible Training Providers List (ETPL) on the EDD website ([edd.ca.gov](http://edd.ca.gov)) or the Worknet website. Customers may search by provider, training or location. Information on program cost is also available on the website. Customers may use the Worknet ERC phone bank to call schools, or e-mail the schools to obtain any information they need but cannot find through the website. The Worknet staff also keep information given to us by the schools which includes brochures, flyers and financial and performance reports. This information is available for our customers to assist them in making training choices.

The Worknet ERC web page also has a list of the Eligible Training Providers specific to Merced County.

- 7. Provision of information regarding how the local area is performing on the local performance measures.***

Information on the Merced County Workforce Investment Area's performance in relation to local performance measures is available on the Department of

Workforce Investment's website. Utilizing computers at any of the Worknet ERC's customers may access performance information and staff are available for those who need assistance.

**8. *Provision of accurate information relating to the availability of supportive services including childcare and transportation available in the local area.***

The Family Resource Council provides a Community Resource Directory that is up-dated annually. It is available on-line and in hard copy. The Resource Directory is used to provide information about county-wide community support services. These include food, general assistance, health services, homeless resources, childcare resources and referral services, transportation, human services and veteran's services. The Los Banos Worknet staff provide information and facilitate referrals for supportive services. A local brochure that summarizes the services available and most used is given out to any customers as well as included in the Worknet Orientation Packet.

The local Childcare Resource and Referral Agency provides brochures and flyers with information on programs they operate. There are also brochures that have bus routes and rates for the Merced County Regional Transit System. These and other resources are posted on the customer information bulletin boards.

**9. *Information regarding filing claims for unemployment compensation.***

Unemployment Insurance (UI) Claim filing can be accomplished by utilizing the phones in the Worknet ERC or on-line using the Resource Room computers. Staff are aware of the procedure for filing UI Claims. Brochures are available with the phone number and website. The local EDD partner is also able to answer general questions that Worknet staff are unable to.

**10. *Assistance in establishing eligibility for welfare-to-work and programs of Financial Aid assistance for training and education programs.***

WIA Welfare-to-Work funded programs no longer exist. Referrals are made by staff at the LB Worknet Center for all types of financial aid, scholarship and grant programs for vocational or educational schools. Staff ask customers who are seeking training to investigate as many sources of grants as are available through the vocational schools. For customers who have no other resources for general living expenses, a referral is made to the local Human Services Agency.

***11. Follow-up services, including counseling regarding the workplace, for participants in the workforce investment activities who are placed in unsubsidized employment for not less than 12 months (defined as applying to WIA only).***

The Department of Workforce Investment has one Follow-Up Unit that case manages customers who have entered unsubsidized employment through the exit process. Follow-up is individualized. The process is followed for 12 months after employment. The Follow-Up Unit accomplishes this service for all customers of the department's three locations. Services include counseling, supportive services to assist customers in retaining employment and referrals to partner and local community services.

**TO: WIB Quality Assurance Committee**

**DATE: 3/31/06**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Workforce Investment Board (WIB) Strategic Scorecard**

**PROPOSED MOTION(S): Review and discuss those measures assigned to Quality Assurance through the WIB Strategic Scorecard.**

**DISCUSSION: The WIB Strategic Scorecard was formally adopted October 25, 2004 and updated April 29, 2005. The Quality Assurance Committee has responsibility for the following measurements:**

**Customer Perspective**

- **Business Customer Satisfaction**
- **Jobseeker Customer Satisfaction**

**Internal Operations/Organizational Effectiveness**

- **Program Accountability**

**Learning and Innovation**

- **Progress in Preparation for Worknet Recertification**

**ATTACHMENT(S):  
Strategic Scorecard**

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

**WIB GOALS**

**Goal # I** Train and attract adaptable workers to fill industry needs.

**Goal # II** Influence the K-12 education system to design and implement strategies that provide students knowledge of employee skills and attitudes and develop metrics to assure success.

**Goal # III** Become an active advocacy voice and take political action on workforce development issues at the local, state, and national levels.

**Measurement Category: Customer Perspective**

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
1. Business Customer Satisfaction				
a. Employer Needs Are Being Met	80% Satisfaction  Rate & Increase in the # of Employers using Worknet Services	Face to face 10 Question Survey of 30 Employers (Coordinated with Econ. Dev., Chambers, etc and conducted during regular visit with employer & include WIB members)	Annually (July)	QA & BSU
b. Are the Right Industries Targeted  • Economic Development Targeted Industries  • Growth Industries	Compare targets and adjust industry focus, if necessary	Review Industries adopted from the 2003 MCEDSP and LMI (Growth Industries & Early Warning Data (in development))	Biannually	PP&D & the Economic Development Action Team
2. Job Seeker Customer Satisfaction				
a. Job Seeker Needs Are Being Met	90%	Customer Satisfaction Surveys	Monthly	QA
b. Input from Customers Is Used To Improve Services	Rating to meet or exceed	One Stop Management	Annually (Jan)	QA

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

3. Workforce Development Advocacy/Awareness	<p># Of Face to Face Meetings compared to previous year</p> <p># Of Written Communications compared to previous year</p> <p>Voting record of Legislators</p> <p>Positive impact to Support Local Control</p> <p>Stable or increased WIA Funding</p>	<p>Meetings with Legislators</p> <p>Written Communication with Legislators (requesting a response from them)</p> <p>Invitations to WIB Meetings</p> <p>Invitations to Worknet, i.e., for a tour, Chamber Mixer, etc.</p>	Biannually	Executive

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

Measurement Category: Internal Operations/Organizational Effectiveness

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
1. Program Accountability:				
a. Plan vs. Actual Participant Activity				
<ul style="list-style-type: none"> <li>Numbers</li> </ul>	Planned vs. Actual	Participant Reports	Quarterly	QA
<ul style="list-style-type: none"> <li>Demographics  <b>White – 46.7%</b>  <b>Hispanic – 32.4%</b>  <b>Asian - 6.8%</b>  <b>African Amer _ 3.8%</b>  <b>Amer Indian _ 1.2%</b>  <b>Pacific Isl _ 0.2%</b>  <b>Others _ 8.9%</b> </li> </ul>	Participants vs. Merced Co. Demographics	Participant Reports	Biannually (Jul/ Jan)	QA
<ul style="list-style-type: none"> <li>Performance Measures</li> </ul>	Attain 80% level on Goals	Performance Reports	Quarterly (1-Nov 2-Feb 3-May 4-Oct)	QA
b. Report Results:				
<ul style="list-style-type: none"> <li>Audits</li> </ul>	Zero Findings	County Audit	Annually ( <b>May</b> )	QA
<ul style="list-style-type: none"> <li>Monitoring</li> </ul>	Zero Findings	EDD Monitoring WI Monitoring	Annually Biannually	QA
<ul style="list-style-type: none"> <li>Youth Quarterly Program Reports</li> </ul>				
Out-of-School Youth	Acceptable Progress based on contract timeline	Report from MCOE	Quarterly	YC
Younger Youth	Acceptable Progress based on contract timeline	Report from MCOE	Quarterly	YC

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<p>c. Resources are Allocated Appropriately:</p> <ul style="list-style-type: none"> <li>• Pilot Program in a specific Industry cluster (offering career ladders or move up strategy)</li> <li>• Quality Controls</li> <li>• Productivity</li> </ul>	Review results of training job and placements in the industry	Identify and select an Industry cluster	Biannually	PP&D
	Improved Scores	Customer Satisfaction Data	Yearly	QA
	Attainment	Performance Measures	Yearly	QA

**Measurement Category: Financial/Market Perspective**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
<p>1. Expenditures including:</p> <ul style="list-style-type: none"> <li>• Obligations</li> <li>• Accruals (Expenses)</li> <li>• Encumbrances</li> <li>• By funding source</li> <li>• By service</li> <li>• Plan vs. Actual</li> </ul>	<p>80% of Current Year Allocation Obligated by End of the Year</p> <p>70% Expended of Available Funds (Carryover plus Allocation) by the End of the Year</p>	Fiscal Reports	Monthly	Finance
<p>2. Revenue &amp; Resources:</p> <p>a. Grants</p>	<p>#s Applied for and Source</p> <p>#s Received and \$\$ Amounts</p>	<p>WI Report</p> <p>WI Report</p>	<p>Quarterly</p> <p>Quarterly</p>	<p>Finance</p> <p>Finance</p>
<p>b. Revenue Generation</p>	<p># of Sources and Amount of \$\$</p>	<p>WI Report</p>	<p>Quarterly</p>	<p>Finance</p>

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

**Measurement Category: Learning and Innovation**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Progress in Preparation for Worknet Recertification	On Schedule	Report from Worknet LT on Time Line	Bimonthly	QA
2. Influence the Workforce Investment System				
a. Education	Report on Activity	Participate on the P-16 Council	Quarterly	PP&D
b. Economic Development/Castle Development	New Jobs Created	Reports by MCEDCO, BEO and EDAC.	Quarterly	PP&D
	Jobs Lost	Reports on Rapid Response activity		
c. Workforce Housing	# of New Units Built # of building permits issued for workforce housing	Support the WIB Policy on Workforce Housing	Yearly	Executive

**Glossary**

**BSU - Dept. of WI Business Services Unit**

**Executive - WIB Executive Committee**

**Finance - WIB Finance Committee**

**PP&D - WIB Program Planning & Development Committee**

**QA - WIB Quality Assurance Committee**

**YC - Youth Council**

**TO: Quality Assurance**

**DATE: 03/31/06**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: WIA Performance Measures for 2005/06**

**PROPOSED MOTION(S): To accept the State's WIA Performance Measures proposed levels for 2005/06.**

**DISCUSSION: The Merced County Local Workforce Investment Area has received the State's proposed performance levels for 2005/06. The proposed levels reflect the new Common Measures. Both the Adult and Dislocated Worker measurements have changed and are now measured the same. The Youth measures remain the same as this present year.**

**Where comparable, the proposed performance measures are increased from 2004/05 and reflect the goal of continually improving performance.**

**ATTACHMENT (S):  
Program Year 2005-2006 Performance Goals**

**Program Year 2005-2006 Performance Goals  
Merced County LWIA**

**ADULT**

<b>Entered Employment</b>	<b>73.0%</b>
<b>Retention</b>	<b>76.0%</b>
<b>Earnings Change</b>	<b>\$3,540</b>
<b>Employment &amp; Credential</b>	<b>56.0%</b>

**DISLOCATED WORKER**

<b>Entered Employment</b>	<b>76.4%</b>
<b>Retention</b>	<b>82.2%</b>
<b>Earnings Change</b>	<b>-\$3,000</b>
<b>Employment &amp; Credential</b>	<b>66%</b>

**OLDER YOUTH**

<b>Entered Employment</b>	<b>63.8%</b>
<b>Retention</b>	<b>73.0%</b>
<b>Earnings Change</b>	<b>\$3,384</b>
<b>Employment &amp; Credential</b>	<b>38%</b>

**YOUNGER YOUTH**

<b>Skills Attainment</b>	<b>84.7%</b>
<b>Diploma Rate</b>	<b>66.6%</b>
<b>Retention Rate</b>	<b>63.8%</b>

Local WIA Performance Detail Report  
 Quarterly Report: 07/2005 to 12/2005 (2nd Quarter Results)  
 Data as of: 01/09/2006

Adult	Entered Employment <sup>1</sup>		Retention <sup>2</sup>		Earnings Change <sup>3</sup>		Employment & Credential <sup>4</sup>	
	30	93.75%	62	95.38%	\$ 197,740.60	\$ 5,344.34	22	78.57%
	32		65		37		28	
	<b>State Proposed*</b>	<b>Success Rate*</b>	<b>State Proposed*</b>	<b>Success Rate*</b>	<b>State Proposed*</b>	<b>Success Rate*</b>	<b>State Proposed*</b>	<b>Success Rate*</b>
	72.00%	130.21%	79.00%	120.74%	\$ 3,400.00	157.19%	55.00%	142.86%

\* Based on PY 04 Final Standard (PY 05 Final Standard has not been finalized)

**Special Populations**

Public Assistance (Also Recd Trng or Intnsv Svcs)	0	---	1	50.00%	\$ (8,119.13)	\$ (8,119.13)	0	---
	0		2		1		0	
Veterans	2	100.00%	4	100.00%	\$ 25,907.57	\$ 8,635.86	1	100.00%
	2		4		3		1	
Disabled	2	100.00%	2	100.00%	\$ (877.73)	\$ (877.73)	0	---
	2		2		1		0	
Older Individuals	1	100.00%	2	100.00%	\$ 10,995.71	\$ 10,995.71	1	100.00%
	1		2		1		1	

**Other Outcomes**

Training Services	14	93.33%	25	96.15%	\$ 81,808.33	\$ 4,544.91	22	78.57%
	15		26		18		28	
Only Core	15	93.75%	3	100.00%	\$ 85,574.75	\$ 5,033.81	0	---
	16		3		17		0	
Intensive Services	1	100.00%	2	66.67%	\$ 30,357.52	\$ 15,178.76	0	---
	1		3		2		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: 07/2005 to 12/2005 (2nd Quarter Results)  
 Data as of: 01/09/2006

Dislocated Workers	Entered Employment <sup>1</sup>		Retention <sup>2</sup>		Earnings Change <sup>3</sup>		Employment & Credential <sup>4</sup>	
	21	80.77%	60	95.24%	\$ 528,005.12	80.10%	13	72.22%
	26		63		\$ 659,190.51		18	
	State Proposed*	Success Rate*	State Proposed*	Success Rate*	State Proposed*	Success Rate*	State Proposed*	Success Rate*
75.40%	107.12%	85.20%	111.78%	96.00%	83.44%	58.00%	124.52%	

\* Based on PY 04 Final Standard (PY 05 Final Standard has not been finalized)

Special Populations

Veterans	1	50.00%	9	100.00%	\$ 62,180.97	61.42%	0	0.00%
	2		9		\$ 101,240.32		1	
Disabled	1	100.00%	0	---	\$ -	---	0	---
	1		0		\$ -		0	
Older Individuals	2	100.00%	6	100.00%	\$ 35,722.11	80.27%	1	100.00%
	2		6		\$ 44,499.87		1	
Displaced Homemaker	0	---	0	---	\$ -	---	0	---
	0		0		\$ -		0	

Other Outcomes

Training Services	12	75.00%	38	95.00%	\$ 284,087.77	85.67%	13	72.22%
	16		40		\$ 331,605.03		18	
Only Core	5	100.00%	18	94.74%	\$ 195,260.99	75.10%	0	---
	5		19		\$ 259,990.54		0	
Intensive Services	4	80.00%	4	100.00%	\$ 48,656.39	71.98%	0	---
	5		4		\$ 67,594.94		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: 07/2005 to 12/2005 (2nd Quarter Results)  
 Data as of: 01/09/2006

Older Youth	Entered Employment <sup>1</sup>		Retention <sup>2</sup>		Earnings Change <sup>3</sup>		Employment & Credential <sup>4</sup>	
	8	80.00%	48	72.73%	\$ 159,719.65	\$ 3,131.76	8	80.00%
	10		66		51		10	
	State Proposed*	Success Rate*	State Proposed*	Success Rate*	State Proposed*	Success Rate*	State Proposed*	Success Rate*
56.80%	140.85%	70.10%	103.75%	\$ 2,960.00	105.80%	30.00%	266.67%	

\* Based on PY 04 Final Standard (PY 05 Final Standard has not been finalized)

Special Populations

Public Assistance	2	100.00%	10	83.33%	\$ 61,654.35	\$ 5,604.94	2	100.00%
	2		12		11		2	
Veterans	0	---	0	---	\$ -	---	0	---
	0		0		0		0	
Disabled	0	---	1	100.00%	\$ (4,318.31)	\$ (4,318.31)	0	---
	0		1		1		0	
Out of School	7	77.78%	46	71.88%	\$ 153,245.77	\$ 3,064.92	7	77.78%
	9		64		50		9	

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: 07/2005 to 12/2005 (2nd Quarter Results)**  
**Data as of: 01/09/2006**

Younger Youth	Skills Attainment <sup>1</sup>		Diploma or Equivalent <sup>2</sup>		Retention Rate <sup>3</sup>	
	337	72.63%	108	97.30%	236	68.60%
	464		111		344	
	<b>State Proposed*</b>	<b>Success Rate*</b>	<b>State Proposed*</b>	<b>Success Rate*</b>	<b>State Proposed*</b>	<b>Success Rate*</b>
	78.70%	92.29%	55.50%	175.31%	53.80%	127.52%

\* Based on PY 04 Final Standard (PY 05 Final Standard has not been finalized)

**Special Populations**

Public Assistance	119	71.26%	38	97.44%	68	62.39%
	167		39		109	
Disabled	100	90.09%	12	100.00%	42	66.67%
	111		12		63	
Out of School	45	66.18%	1	100.00%	30	58.82%
	68		1		51	

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):

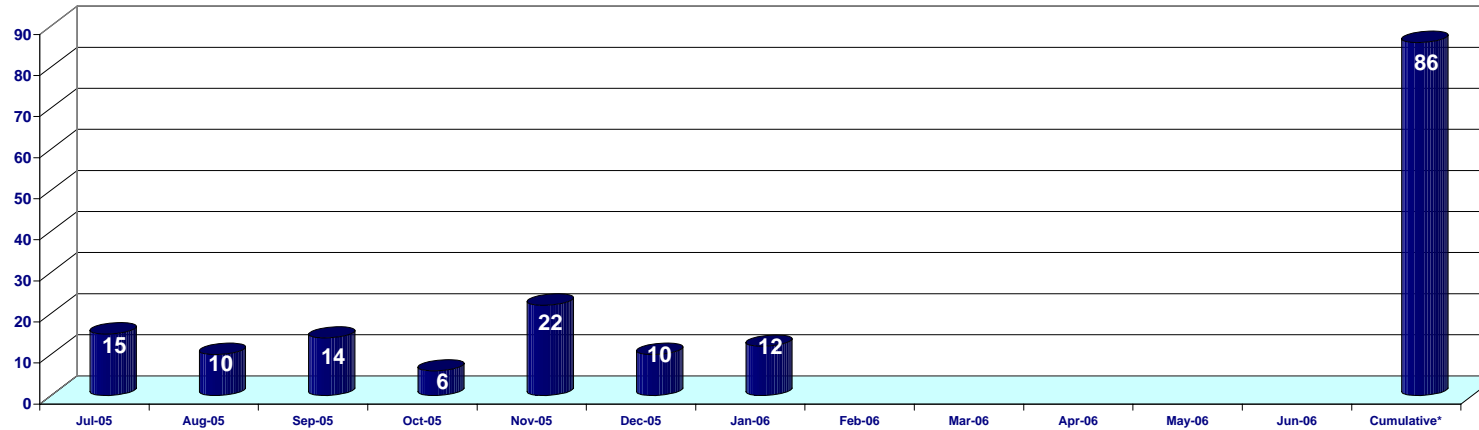
3 - # of YY Found In 3rd Quarter After Exit divided by # of YY Exiters in Quarter Measured.

**WIA PARTICIPANT SUMMARY REPORT - ADULT**  
**PY 2005/2006**  
**Report Range 07/2005 to 01/2006**

	ADULT												Cumulative*	Part. Plan PY 045/06	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06				
<b>Total Participants</b>	188	198	212	187	209	219	208							259	317	81.7%
Participants Carried In	173	188	198	181	187	209	201							173	223	77.6%
New Participants Entering Grant	15	10	14	6	22	10	12							86	94	91.5%
<b>Total Participants Exiting WI</b>			31			20								51	133	38.3%
Entered Unsubsidized Employment			20			16								36	98	36.7%
Training Related			15			5								20	63	31.7%
Entered Military Service			0			0								0		
Entered Qualified Apprenticeship Program			0			0								0		
Entered Post-Secondary Education			0			0								0		
Entered Advanced Training			0			0								0		
Attained Recognized Certificate/Diploma/Degree			18			8								26		
Attained High School Diploma/GED			0			0								0		
Returned to Secondary School (Youth Only)			0			0								0		
Exits Excluded from Performance			2			0								2		
Other Exits			27			17								44	79	55.7%

Program Activities/Services Summary	Enrolled												Cumulative*	Part. Plan PY 045/06	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06				
Core Services (Registered)	188	198	212	187	209	219	150							259	317	81.7%
Intensive Services	172	181	194	172	193	202	123							236	170	138.8%
Training Services	76	90	99	89	97	105	64							125	100	125.0%
Youth Services	0	0	0	0	0	0	0							0		
Concurrent Program Participants	10	12	14	13	14	14	9							17		
Individual Training Accounts	5	5	5	5	5	5	2							5		
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0							0		

**WIA Participant Summary - Adult**  
**New Participants Entering Grant**  
**Report Range 07/2005 to 01/2006**



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

**WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER**

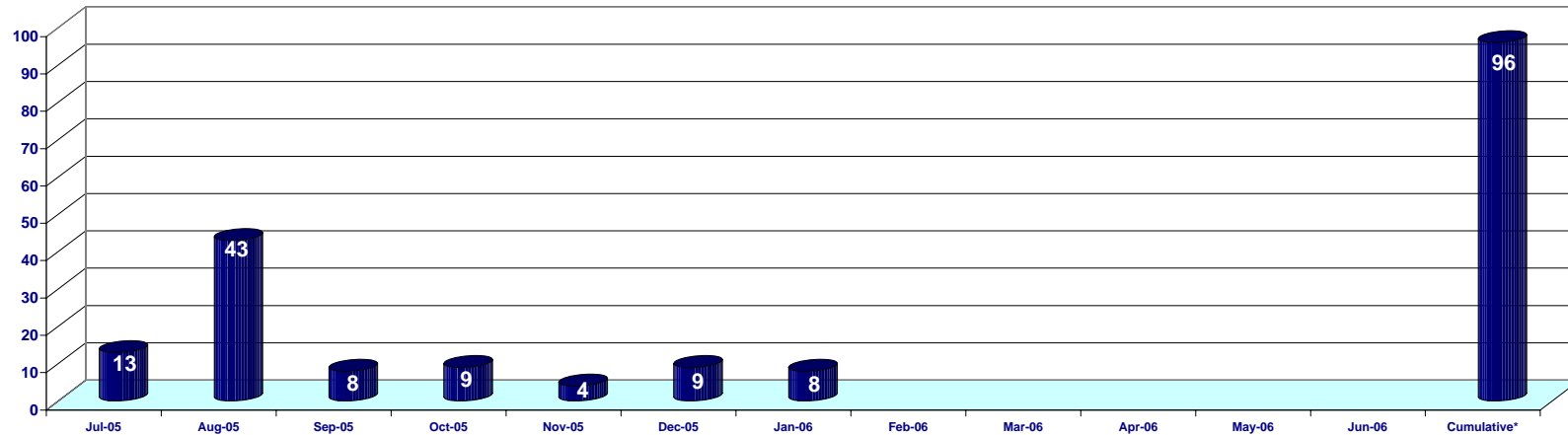
PY 2005/2006

Report Range 07/2005 to 01/2006

	DISLOCATED WORKER												Cumulative*	Part. Plan PY 04/05	% of Plan Attained
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06			
<b>Total Participants</b>	135	178	186	179	183	192	190						218	224	97.3%
Participants Carried In	122	135	176	170	179	183	182						122	161	75.8%
New Participants Entering Grant	13	43	8	9	4	9	8						96	63	152.4%
<b>Total Participants Exiting WI</b>			16			12							28	72	38.9%
Entered Unsubsidized Employment			14			11							25	54	46.3%
Training Related			9			5							14	28	50.0%
Entered Military Service			0			0							0		
Entered Qualified Apprenticeship Program			0			0							0		
Entered Post-Secondary Education			0			0							0		
Entered Advanced Training			0			0							0		
Attained Recognized Certificate/Diploma/Degree			11			5							16		
Attained High School Diploma/GED			0			0							0		
Returned to Secondary School (Youth Only)			0			0							0		
Exits Excluded from Performance			0			0							0		
Other Exits			15			11							26	55	47.3%

Program Activities/Services Summary	Enrolled							Cumulative*	PY 04/05	% of Plan
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06			
Core Services (Registered)	135	178	186	183	183	192	190	218	224	97.3%
Intensive Services	117	156	163	160	160	169	172	197	154	127.9%
Training Services	48	49	51	46	46	47	54	64	84	76.2%
Youth Services	0	0	0	0	0	0	0	0		
Concurrent Program Participants	18	53	57	65	65	68	65	69		
Individual Training Accounts	7	7	7	6	6	6	7	8		
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0	0		

**WIA Participant Summary - Dislocated Worker**  
**New Participants Entering Grant**  
**PY 2005/2006**



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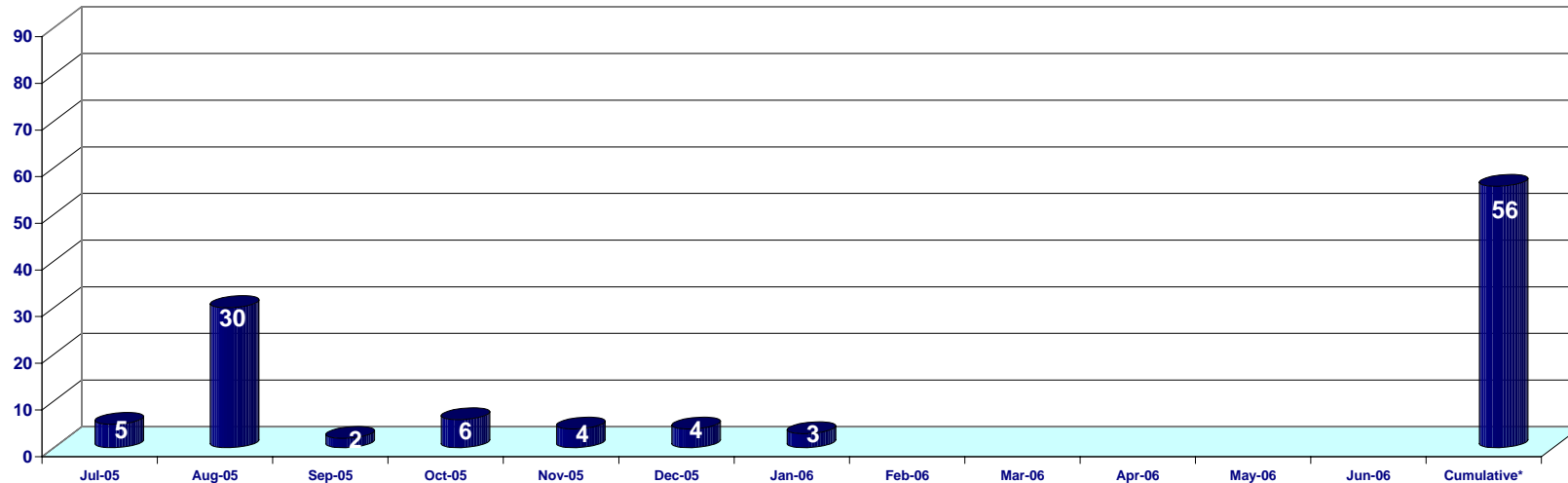
\*Cumulative total reflect totals from first of fiscal year to current report range and will not total monthly totals.

**WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER AUGMENTATION**  
**PY 2005/2006**  
**Report Range 07/2005 to 01/2006**

	DISLOCATED WORKER AUGMENTATION												
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Cumulative*
<b>Total Participants</b>	5	35	37	43	47	51	55						56
Participants Carried In	0	5	35	37	43	47	52						0
New Participants Entering Grant	5	30	2	6	4	4	3						56
<b>Total Participants Exiting WI</b>						1							1
Entered Unsubsidized Employment						1							1
Training Related													
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree													
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits						1							1

Program Activities/Services Summary	Enrolled												
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Cumulative*
Core Services (Registered)	5	34	36	41	42	44	46						47
Intensive Services	5	3	35	40	41	43	45						46
Training Services													
Youth Services													
Concurrent Program Participants	5	34	36	42	45	49	51						52
Individual Training Accounts													
Goals Set (Younger Youth Only)													

**WIA Participant Summary - Dislocated Worker Augmentation**  
**New Participants Entering Grant**  
**PY 2005/2006**



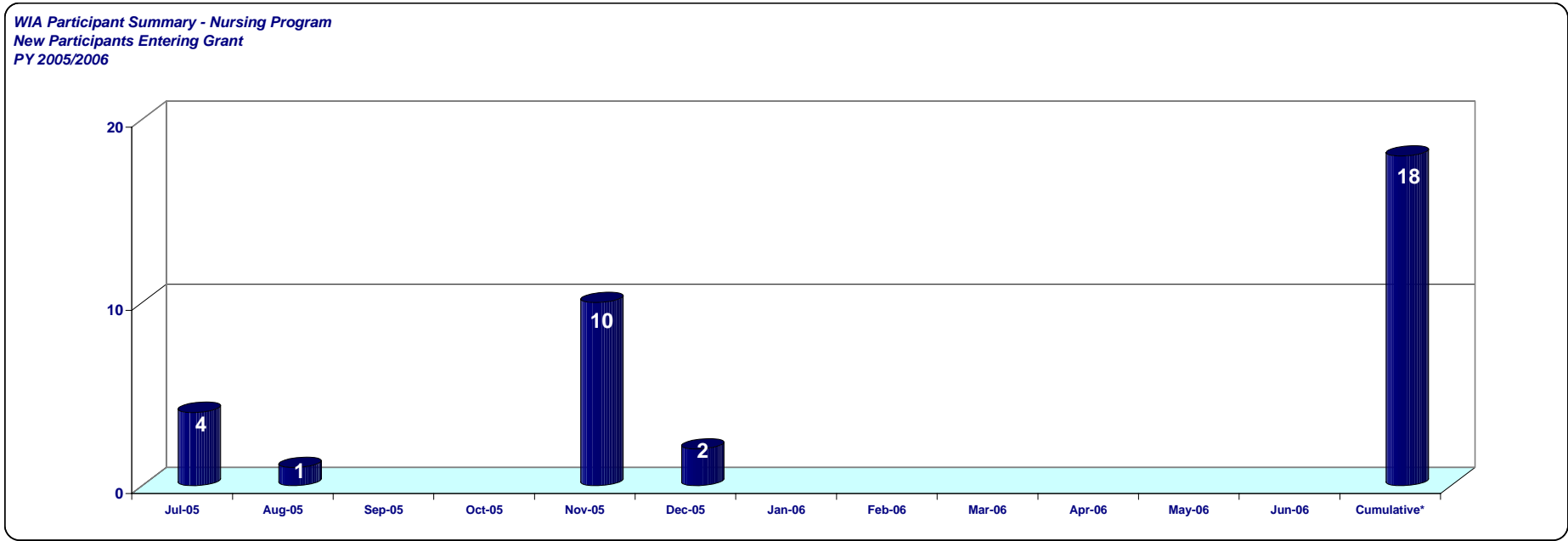
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**WIA PARTICIPANT SUMMARY REPORT - Nursing Program**  
**PY 2005/2006**  
**Report Range 07/2005 to 01/2006**

	Nursing Program												
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Cumulative*
<b>Total Participants</b>	30	31	31	31	41	43	44						44
Participants Carried In	26	30	31	31	31	41	44						26
New Participants Entering Grant	4	1			10	2							18
<b>Total Participants Exiting WI</b>													
Entered Unsubsidized Employment													
Training Related													
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree													
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits													

Program Activities/Services Summary	Enrolled												
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Cumulative*
Core Services (Registered)	10	11	11	11	21	22	23						23
Intensive Services	27	28	28	28	38	39	40						40
Training Services	18	22	22	22	24	27	29						29
Youth Services													0
Concurrent Program Participants	5	5	5	5	5	5	6						6
Individual Training Accounts													0
Goals Set (Younger Youth Only)													



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WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH

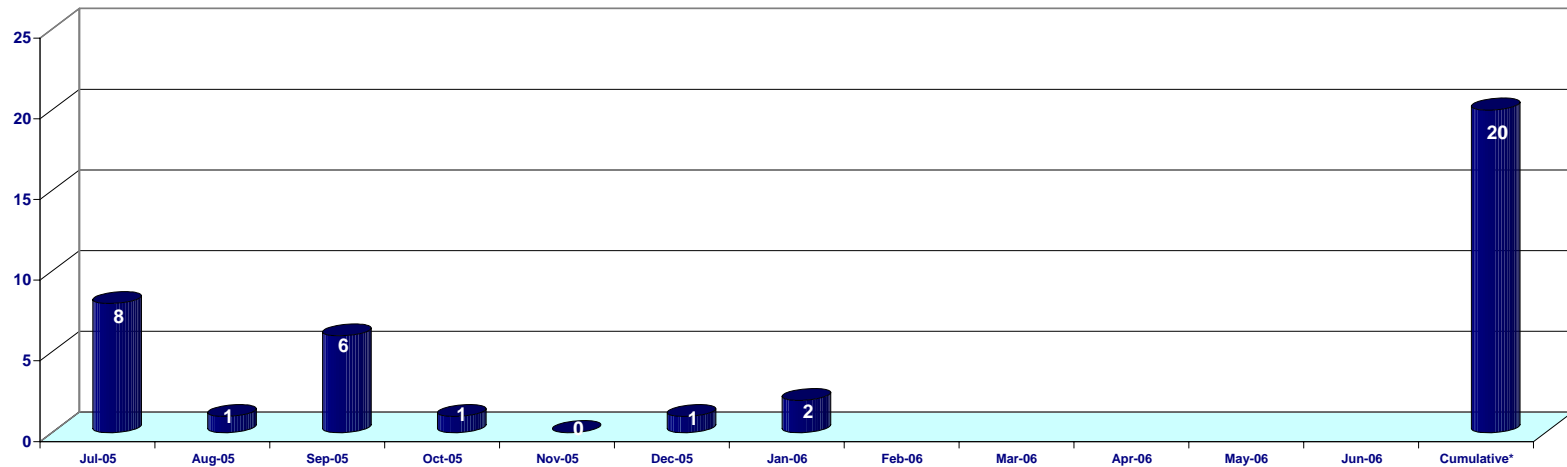
PY 2005/2006

Report Range 07/2005 to 01/2006

	OLDER YOUTH												Cumulative*	Part. Plan PY 05/06	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06				
<b>Total Participants</b>	164	165	171	159	159	160	154							176	413	42.6%
Participants Carried In	156	164	165	158	159	159	152							16	378	4.2%
New Participants Entering Grant	8	1	6	1	0	1	2							20	35	57.1%
<b>Total Participants Exiting WI</b>			13			4								22	40	55.0%
Entered Unsubsidized Employment			12			3								19	33	57.6%
Training Related			7			1								10	15	66.7%
Entered Military Service			0			1								1		
Entered Qualified Apprenticeship Program			0			0								0		
Entered Post-Secondary Education			0			0								1	1	100.0%
Entered Advanced Training			0			0								0		
Attained Recognized Certificate/Diploma/Degree			10			3								17	10	170.0%
Attained High School Diploma/GED			0			1								2		
Returned to Secondary School (Youth Only)			0			0								0		
Exits Excluded from Performance			0			0								0		
Other Exits			13			4								22	15	146.7%

Program Activities/Services Summary	Enrolled												Cumulative*	Part. Plan PY 05/06	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06				
Core Services (Registered)	0	0	0	0	0	0	0							0		
Intensive Services	139	139	145	135	136	137	131							183		
Training Services	113	114	117	110	110	110	106							145		
Youth Services	159	160	166	154	154	155	149							203		
Concurrent Program Participants	65	65	70	64	64	65	63							106		
Individual Training Accounts	0	0	0	0	0	0	0							0		
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0							0		

WIA Participant Summary - OLDER YOUTH  
New Participants Entering Grant  
PY 2005/2006



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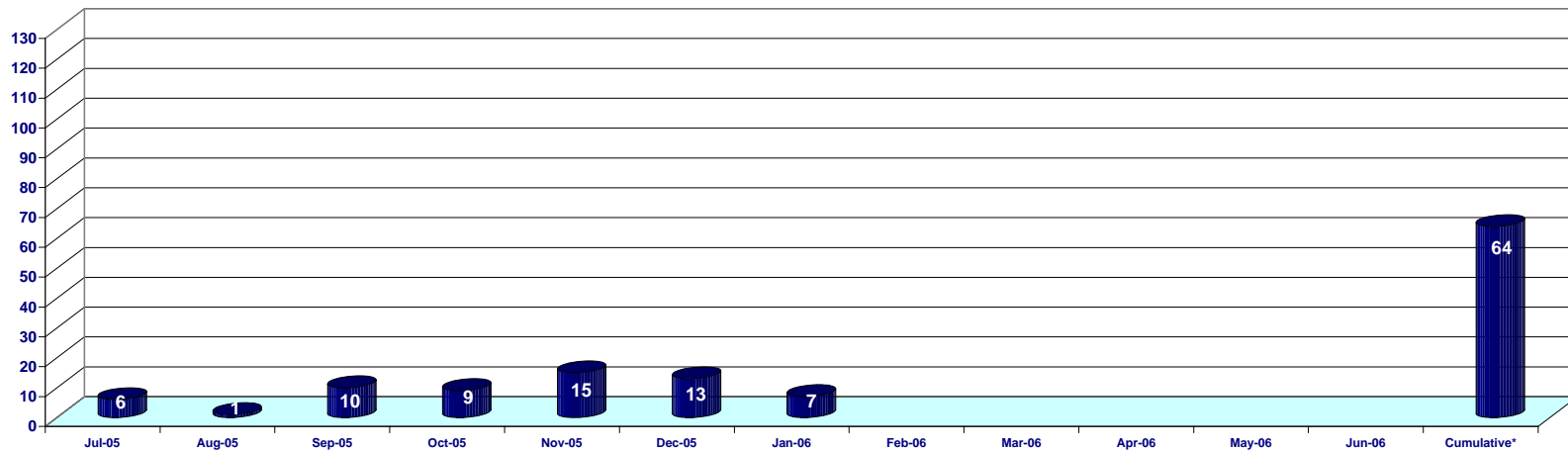
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**WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH**  
**PY 2005/2006**  
**Report Range 07/2004 to 01/2006**

	Younger Youth												Part. Plan PY 05/06	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06			Cumulative*
<b>Total Participants</b>	583	584	594	477	492	505	498						641	834	76.9%
Participants Carried In	577	583	584	468	477	492	491						577	819	70.5%
New Participants Entering Grant	6	1	10	9	15	13	7						64	15	426.7%
<b>Total Participants Exiting WI</b>			126			6							143	215	66.5%
Entered Unsubsidized Employment			15			1							21	80	26.3%
Training Related			19			1							22	20	110.0%
Entered Military Service			0			0							0	8	0.0%
Entered Qualified Apprenticeship Program			0			0							0		
Entered Post-Secondary Education			70			2							72	130	55.4%
Entered Advanced Training			2			0							2	5	40.0%
Attained Recognized Certificate/Diploma/Degree			110			5							124		
Attained High School Diploma/GED			108			5							120	150	80.0%
Returned to Secondary School (Youth Only)			9			1							11	15	73.3%
Exits Excluded from Performance			1			0							1		
Other Exits			124			6							141	26	542.3%

Program Activities/Services Summary	Enrolled												PY 05/06	% of Plan	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06			Cumulative*
Core Services (Registered)	0	0	0	1	1	1	1						1		
Intensive Services	97	99	103	96	96	96	96						106		
Training Services	79	79	83	77	79	79	76						85		
Youth Services	582	584	594	477	505	492	498						641		
Concurrent Program Participants	374	375	385	305	323	313	318						421		
Individual Training Accounts	0	0	0	0	0	0	0						0		
Goals Set (Younger Youth Only)	12	17	38	48	31	60	55						271	389	69.7%

**WIA Participant Summary - Younger Youth**  
**New Participants Entering Grant**  
**PY 2005/2006**



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WIA PARTICIPANT SUMMARY REPORT - Activities

Source: State JTA, Extraction Date: 2/21/2006

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	14	36			51	41	65	77	142
	11 STAFF ASSIST JOB DEVELOP	2	2				13	2	15	17
	12 STAFF ASSIST JOB REFER	7	4			11	21	18	25	43
	13 STAFF ASSIST JOB SRCH	21	25			19	38	40	63	103
	14 STAFF ASSIST WRKSHP	2				2		4		4
	15 OTHER CORE SERVICES	12	1			12	2	24	3	27
	16 NON WIA FUNDED SERVICES									
	17 CO-ENROLLED CORE SERVICES									
20 HURRICANE KATRINA										
INTENSIVE	30 CASE MGMNT FOR PARTIC	62	84	27	188	82	54	171	326	497
	31 COMPREHENSIVE ASSESSMNTS	6				13	10	19	10	29
	32 DEVELOP INDIV EMPL PLAN	14	1		1	17	2	31	4	35
	33 GROUP COUNSELING									
	34 EMPL EXPERIENCE			5	20			5	20	25
	35 INDIV CNSLNG CAREER PLAN									
	36 OUT OF AREA JOB SEARCH									
	37 RELOCATION EXPENSES									
	38 SHORT TERM PREVOC SRVCS									
	39 INTERNSHIPS									
	40 OTHER INTENSIVE SRVCS	1	2			3	3	4	5	9
	41 NONWIA FUND INTENS SRVCS									
TRAINING	42 CO-ENROLLED INTENSIVE SRVCS									
	50 ADULT EDUCATION			1	29			1	29	30
	51 CUSTOMIZED TRAINING		1				1		2	2
	52 ENTREPRENEURIAL TRAINING									
	53 JOB READINESS TRAINING			5	6			5	6	11
	54 OCCUP SKILLS TRAINING	24	33	10	66	12	10	46	109	155
	55 ON THE JOB TRAINING	8				2		10		10
	56 PRIVATE SECTOR TRAINING									
	57 SKILL UPGRADNG RETRNG									
	58 WRKPLCE TRNG AND COOP ED									
	59 OTHER TRAINING SRVCS									
60 NON-WIA FUNDED TRNG SRVCS	22	22			11	9	33	31	64	
YOUTH	61 CO-ENROLLED TRAINING SRVCS									
	70 SUMMER RELATED			1	2			1	2	3
	71 EDUCATNL ACHVMNT SRVCS			92	449			92	449	541
	72 EMPLOYMENT SERVICES			30	194			30	194	224
	73 CITIZEN LEADERSHIP SRVCS									
	74 OTHER YOUTH SERVICES									
MISC.	75 NONWIA FUNDED YOUTH SRVCS									
	76 CO-ENROLLED YOUTH SRVCS									
	80 OTHER JTPA									
	81 SUPPORTIVE SERVICES	68	76		14	79	48	147	138	285
	82 NEEDS RELATED PAYMENT									
	83 BREAK IN SERVICE						2		2	2
	84 NON-WIA FUNDED MISC									
	85 CO-ENROLLED MISCELLANEOUS									
86 BRK IN SERV - HEALTH/MED										
TOTAL		263	287	171	969	314	254	748	1510	2258

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

**WIA PARTICIPANT CHARACTERISTICS SUMMARY**

Report Period: 7/2005 to 01/2006

**ENROLLED**

	ADULT		DISLOCATED WORKER		DW AUGMEN		NURSING PROGRAM		OLDER YOUTH		YOUNGER YOUTH	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	259	100.0%	281	100.0%	56	100.0%	44	100.0%	176	100.0%	641	100.0%
<b>Female</b>	190	73.4%	149	53.0%	53	94.6%	35	79.5%	125	71.0%	340	53.0%
<b>Male</b>	69	26.6%	69	24.6%	3	5.4%	9	20.5%	51	29.0%	301	47.0%
<b>Age</b>												
14-18	4	1.5%	0	0.0%	0	0.0%	1	2.3%	0	0.0%	641	100.0%
19-21	34	13.1%	5	1.8%	0	0.0%	5	11.4%	176	100.0%	0	0.0%
22-29	91	35.1%	46	16.4%	4	7.1%	16	36.4%	0	0.0%	0	0.0%
30-44	87	33.6%	85	30.2%	24	42.9%	19	43.2%	0	0.0%	0	0.0%
45-54	33	12.7%	60	21.4%	19	33.9%	3	6.8%	0	0.0%	0	0.0%
88-61	9	3.5%	18	6.4%	7	12.5%	0	0.0%	0	0.0%	0	0.0%
62-64	1	0.4%	2	0.7%	1	1.8%	0	0.0%	0	0.0%	0	0.0%
65 and over	0	0.0%	2	0.7%	1	1.8%	0	0.0%	0	0.0%	0	0.0%
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native	5	1.9%	8	2.8%	2	3.6%	0	0.0%	2	1.1%	8	1.2%
Asian	26	10.0%	15	5.3%	7	12.5%	2	4.5%	28	15.9%	130	20.3%
Black / African American	19	7.3%	12	4.3%	3	5.4%	1	2.3%	14	8.0%	52	8.1%
Hawaiian Native / Other Pacific Islander	3	1.2%	5	1.8%	0	0.0%	0	0.0%	1	0.6%	4	0.6%
White	95	36.7%	72	25.6%	13	23.2%	26	59.1%	23	13.1%	103	16.1%
Ethnicity Hispanic or Latino	117	45.2%	17	6.0%	22	39.3%	16	36.4%	110	62.5%	373	58.2%
<b>Labor Force Status</b>												
Employed	106	40.9%	13	4.6%	1	1.8%	25	56.8%	26	14.8%	23	3.6%
Unemployed	153	59.1%	204	72.6%	55	98.2%	19	43.2%	150	85.2%	618	96.4%
UI Claimant	28	10.8%	171	60.9%	51	91.1%	2	4.5%	3	1.7%	1	0.2%
UI Exhaustee	12	4.6%	25	8.9%	0	0.0%	0	0.0%	1	0.6%	0	0.0%
<b>Barriers to Employment</b>												
Disabled	3	1.2%	1	0.4%	0	0.0%	1	2.3%	11	6.3%	140	21.8%
Limited English Proficiency	1	0.4%	6	2.1%	0	0.0%	0	0.0%	12	6.8%	54	8.4%
Single Parent	70	27.0%	41	14.6%	9	16.1%	19	43.2%	30	17.0%	20	3.1%
Work Profiling Reemployment Services Referral	7	2.7%	14	5.0%	2	3.6%	0	0.0%	0	0.0%	0	0.0%
Low Income	142	54.8%	73	26.0%	11	19.6%	21	47.7%	174	98.9%	608	94.9%
Displaced Homemaker	1	0.4%	0	0.0%	0	0.0%	0	0.0%	1	0.6%	0	0.0%
Offender	17	6.6%	7	2.5%	2	3.6%	2	4.5%	12	6.8%	45	7.0%
Homeless	3	1.2%	3	1.1%	0	0.0%	0	0.0%	8	4.5%	9	1.4%
Runaway Youth	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	2.3%	8	1.2%
Pregnant Parenting Youth	0	0.0%	0	0.0%	0	0.0%	0	0.0%	47	26.7%	41	6.4%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	0	0.0%	0	0.0%	173	98.3%	635	99.1%
Basic Literacy Skills Deficient	96	37.1%	91	32.4%	3	5.4%	9	20.5%	164	93.2%	604	94.2%
Substance Abuse	0	0.0%	1	0.4%	0	0.0%	0	0.0%	3	1.7%	20	3.1%
Foster Youth	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.6%	23	3.6%

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

**WIA PARTICIPANT CHARACTERISTICS SUMMARY**

Report Period: 7/2005 to 01/2006

**EXITED**

	ADULT		DISLOCATED		DW		NURSING		OLDER YOUTH		YOUNGER	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	51	100.0%	28	100.0%	1	100.0%	0	100.00%	22	100.0%	143	100.0%
<b>Female</b>	41	80.4%	15	53.6%	1	100.0%			16	72.7%	76	53.1%
<b>Male</b>	10	19.6%	13	46.4%	0	0.0%			6	27.3%	67	46.9%
<b>Age</b>												
14-18	0	0.0%	0	0.0%	0	0.0%			0	0.0%	143	100.0%
19-21	3	5.9%	1	3.6%	0	0.0%			22	100.0%	0	0.0%
22-29	20	39.2%	7	25.0%	0	0.0%			0	0.0%	0	0.0%
30-44	22	43.1%	14	50.0%	1	100.0%			0	0.0%	0	0.0%
45-54	6	11.8%	4	14.3%	0	0.0%			0	0.0%	0	0.0%
88-61	0	0.0%	2	7.1%	0	0.0%			0	0.0%	0	0.0%
62-64	0	0.0%	0	0.0%	0	0.0%			0	0.0%	0	0.0%
65 and over	0	0.0%	0	0.0%	0	0.0%			0	0.0%	0	0.0%
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native	2	3.9%	3	10.7%	1	100.0%			0	0.0%	0	0.0%
Asian	4	7.8%	0	0.0%	0	0.0%			4	18.2%	21	14.7%
Black / African American	5	9.8%	1	3.6%	0	0.0%			1	4.5%	11	7.7%
Hawaiian Native / Other Pacific Islander	1	2.0%	3	10.7%	0	0.0%			0	0.0%	1	0.7%
White	13	25.5%	12	42.9%	0	0.0%			2	9.1%	20	14.0%
Ethnicity Hispanic or Latino	28	54.9%	11	39.3%	1	100.0%			15	68.2%	91	63.6%
<b>Labor Force Status</b>												
Employed	21	41.2%	2	7.1%	0	0.0%			4	18.2%	6	4.2%
Unemployed	30	58.8%	26	92.9%	1	100.0%			18	81.8%	137	95.8%
UI Claimant	2	3.9%	26	92.9%	1	100.0%			1	4.5%	0	0.0%
UI Exhaustee	3	5.9%	1	3.6%	0	0.0%			0	0.0%	0	0.0%
<b>Barriers to Employment</b>												
Disabled	1	2.0%	0	0.0%	0	0.0%			0	0.0%	19	13.3%
Limited English Proficiency	0	0.0%	1	3.6%	0	0.0%			1	4.5%	17	11.9%
Single Parent	12	23.5%	6	21.4%	1	100.0%			4	18.2%	4	2.8%
Work Profiling Reemployment Services Referral	0	0.0%	0	0.0%	0	0.0%			0	0.0%	0	0.0%
Low Income	32	62.7%	14	50.0%	1	100.0%			21	95.5%	129	90.2%
Displaced Homemaker	0	0.0%	0	0.0%	0	0.0%			0	0.0%	0	0.0%
Offender	5	9.8%	1	3.6%	0	0.0%			2	9.1%	11	7.7%
Homeless	2	3.9%	1	3.6%	0	0.0%			0	0.0%	3	2.1%
Runaway Youth	0	0.0%	0	0.0%	0	0.0%			0	0.0%	2	1.4%
Pregnant Parenting Youth	0	0.0%	0	0.0%	0	0.0%			7	31.8%	10	7.0%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	0	0.0%			20	90.9%	142	99.3%
Basic Literacy Skills Deficient	17	33.3%	14	50.0%	0	0.0%			20	90.9%	140	97.9%
Substance Abuse	0	0.0%	0	0.0%	0	0.0%			0	0.0%	3	2.1%
Foster Youth	0	0.0%	0	0.0%	0	0.0%			0	0.0%	10	7.0%

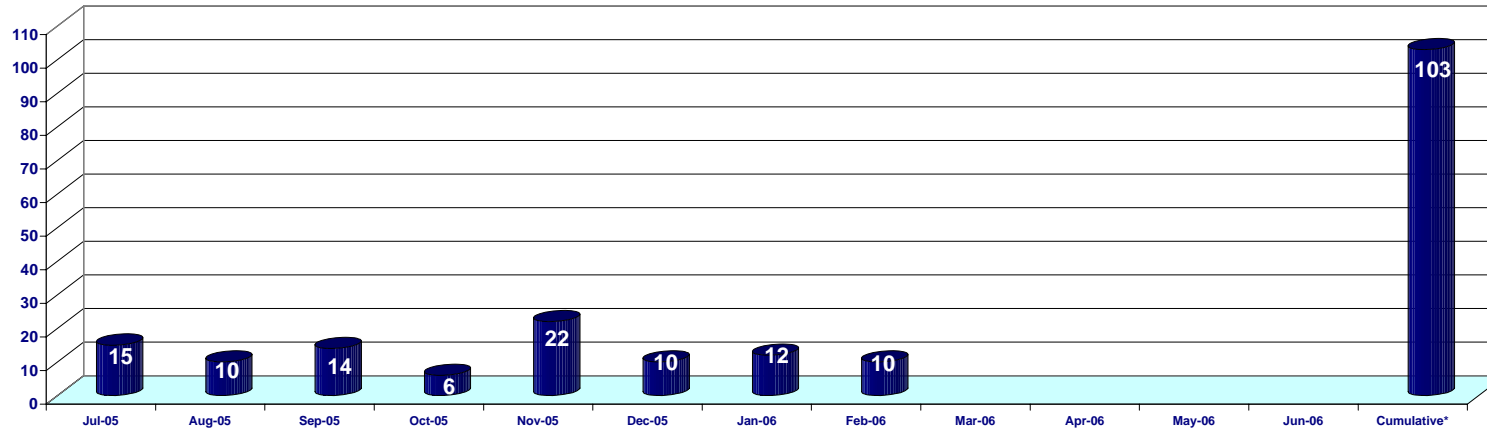
\*Cumulative total reflect totals from first of fiscal year to current report range and will not total monthly totals.

**WIA PARTICIPANT SUMMARY REPORT - ADULT**  
**PY 2005/2006**  
**Report Range 07/2005 to 02/2006**

	ADULT												Cumulative*	Part. Plan PY 045/06	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06				
<b>Total Participants</b>	188	198	212	187	209	219	208	225						276	317	87.1%
Participants Carried In	173	188	198	181	187	209	201	215						173	223	77.6%
New Participants Entering Grant	15	10	14	6	22	10	12	10						103	94	109.6%
<b>Total Participants Exiting WI</b>			31			20								51	133	38.3%
Entered Unsubsidized Employment			20			16								36	98	36.7%
Training Related			15			5								20	63	31.7%
Entered Military Service			0			0								0		
Entered Qualified Apprenticeship Program			0			0								0		
Entered Post-Secondary Education			0			0								0		
Entered Advanced Training			0			0								0		
Attained Recognized Certificate/Diploma/Degree			18			8								26		
Attained High School Diploma/GED			0			0								0		
Returned to Secondary School (Youth Only)			0			0								0		
Exits Excluded from Performance			2			0								2		
Other Exits			27			17								44	79	55.7%

Program Activities/Services Summary	Enrolled												Cumulative*	Part. Plan PY 045/06	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06				
Core Services (Registered)	188	198	212	187	209	219	150	225						276	317	87.1%
Intensive Services	172	181	194	172	193	202	123	208						252	170	148.2%
Training Services	76	90	99	89	97	105	64	117						134	100	134.0%
Youth Services	0	0	0	0	0	0	0	0						0		
Concurrent Program Participants	10	12	14	13	14	14	9	18						21		
Individual Training Accounts	5	5	5	5	5	5	2	5						5		
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0	0						0		

**WIA Participant Summary - Adult**  
**New Participants Entering Grant**  
**Report Range 07/2005 to 01/2006**



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**WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER**

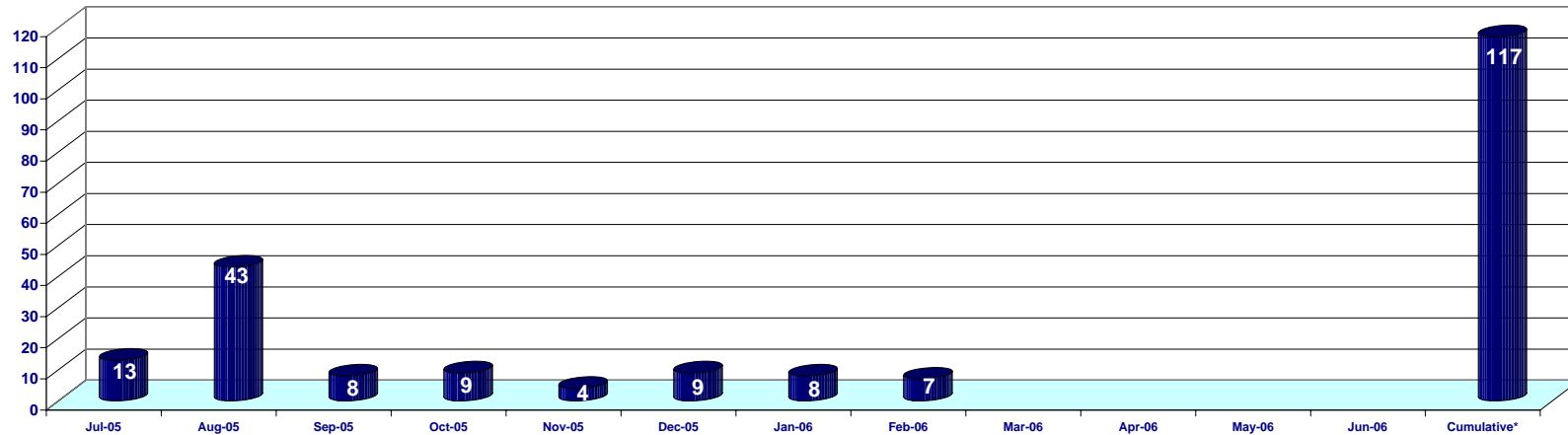
PY 2005/2006

Report Range 07/2005 to 02/2006

	DISLOCATED WORKER												Cumulative*	Part. Plan PY 04/05	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06				
<b>Total Participants</b>	135	178	186	179	183	192	190	211						239	224	106.7%
Participants Carried In	122	135	176	170	179	183	182	204						122	161	75.8%
New Participants Entering Grant	13	43	8	9	4	9	8	7						117	63	185.7%
<b>Total Participants Exiting WI</b>			16			12								28	72	38.9%
Entered Unsubsidized Employment			14			11								25	54	46.3%
Training Related			9			5								14	28	50.0%
Entered Military Service			0			0								0		
Entered Qualified Apprenticeship Program			0			0								0		
Entered Post-Secondary Education			0			0								0		
Entered Advanced Training			0			0								0		
Attained Recognized Certificate/Diploma/Degree			11			5								16		
Attained High School Diploma/GED			0			0								0		
Returned to Secondary School (Youth Only)			0			0								0		
Exits Excluded from Performance			0			0								0		
Other Exits			15			11								26	55	47.3%

Program Activities/Services Summary	Enrolled												Cumulative*	Part. Plan PY 04/05	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06				
Core Services (Registered)	135	178	186	183	183	192	190	211						239	224	106.7%
Intensive Services	117	156	163	160	160	169	172	184						209	154	135.7%
Training Services	48	49	51	46	46	47	54	58						68	84	81.0%
Youth Services	0	0	0	0	0	0	0	0						0		
Concurrent Program Participants	18	53	57	65	65	68	65	76						80		
Individual Training Accounts	7	7	7	6	6	6	7	7						8		
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0	0						0		

**WIA Participant Summary - Dislocated Worker**  
**New Participants Entering Grant**  
**PY 2005/2006**



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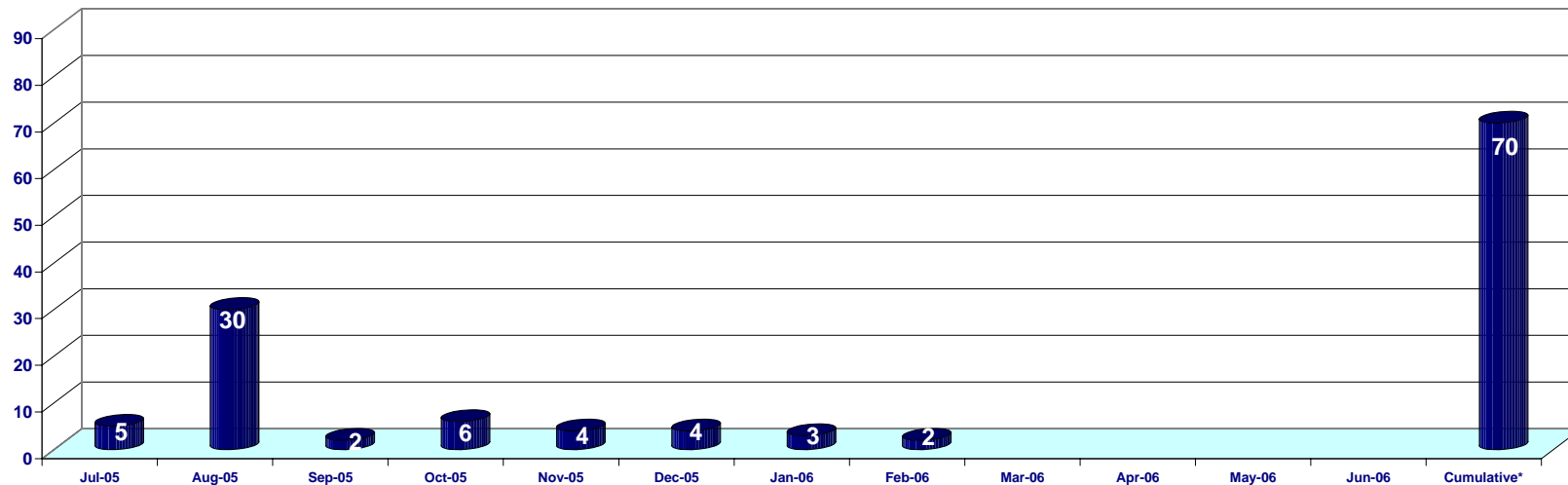
\*Cumulative total reflect totals from first of fiscal year to current report range and will not total monthly totals.

**WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER AUGMENTATION**  
**PY 2005/2006**  
**Report Range 07/2005 to 02/2006**

	DISLOCATED WORKER AUGMENTATION												
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Cumulative*
<b>Total Participants</b>	5	35	37	43	47	51	55	69					70
Participants Carried In	0	5	35	37	43	47	52	67					0
New Participants Entering Grant	5	30	2	6	4	4	3	2					70
<b>Total Participants Exiting WI</b>						1							1
Entered Unsubsidized Employment						1							1
Training Related													
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree													
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits						1							1

Program Activities/Services Summary	Enrolled												
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Cumulative*
Core Services (Registered)	5	34	36	41	42	44	46	61					62
Intensive Services	5	3	35	40	41	43	45	49					50
Training Services													
Youth Services													
Concurrent Program Participants	5	34	36	42	45	49	51	63					64
Individual Training Accounts													
Goals Set (Younger Youth Only)													

**WIA Participant Summary - Dislocated Worker Augmentation**  
**New Participants Entering Grant**  
**PY 2005/2006**



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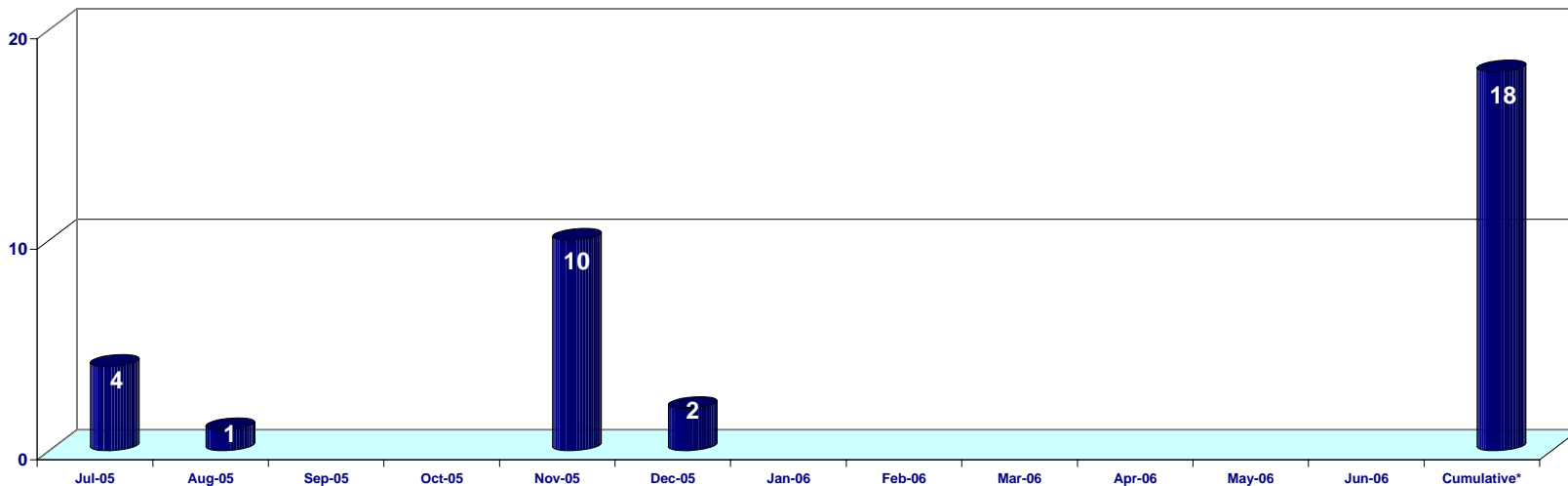
\*Cumulative total reflect totals from first of fiscal year to current report range and will not total monthly totals.

**WIA PARTICIPANT SUMMARY REPORT - Nursing Program**  
**PY 2005/2006**  
**Report Range 07/2005 to 02/2006**

	Nursing Program												
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Cumulative*
<b>Total Participants</b>	30	31	31	31	41	43	44	44					44
Participants Carried In	26	30	31	31	31	41	44	44					26
New Participants Entering Grant	4	1			10	2							18
<b>Total Participants Exiting WI</b>													
Entered Unsubsidized Employment													
Training Related													
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree													
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits													

Program Activities/Services Summary	Enrolled												
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Cumulative*
Core Services (Registered)	10	11	11	11	21	22	23	25					23
Intensive Services	27	28	28	28	38	39	40	40					40
Training Services	18	22	22	22	24	27	29	29					29
Youth Services													
Concurrent Program Participants	5	5	5	5	5	5	6	6					6
Individual Training Accounts													
Goals Set (Younger Youth Only)													

**WIA Participant Summary - Nursing Program**  
**New Participants Entering Grant**  
**PY 2005/2006**



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

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WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH

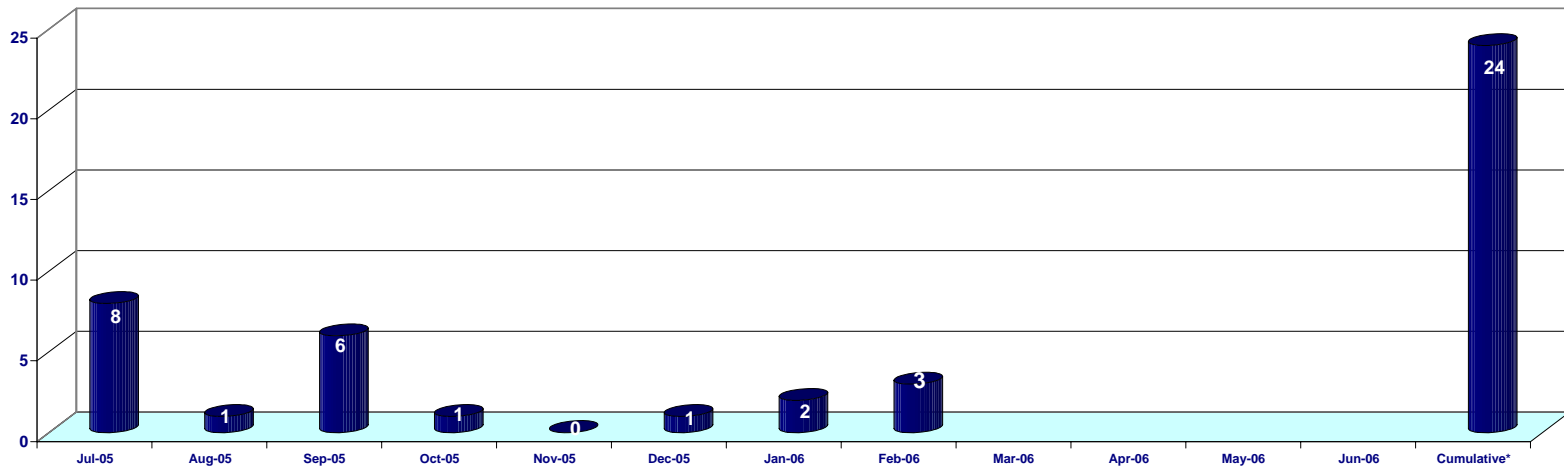
PY 2005/2006

Report Range 07/2005 to 02/2006

	OLDER YOUTH												Part. Plan PY 05/06	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06			Cumulative*
<b>Total Participants</b>	164	165	171	159	159	160	154	151					180	413	43.6%
Participants Carried In	156	164	165	158	159	159	152	148					156	378	41.3%
New Participants Entering Grant	8	1	6	1	0	1	2	3					24	35	68.6%
<b>Total Participants Exiting WI</b>			13			4							29	40	72.5%
Entered Unsubsidized Employment			12			3							21	33	63.6%
Training Related			7			1							10	15	66.7%
Entered Military Service			0			1							1		
Entered Qualified Apprenticeship Program			0			0							0		
Entered Post-Secondary Education			0			1							1	1	100.0%
Entered Advanced Training			0			0							0		
Attained Recognized Certificate/Diploma/Degree			10			3							19	10	190.0%
Attained High School Diploma/GED			0			1							3		
Returned to Secondary School (Youth Only)			0			0							0		
Exits Excluded from Performance			0			0							0		
Other Exits			13			4							29	15	193.3%

Program Activities/Services Summary	Enrolled												Cumulative*	Part. Plan PY 05/06	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06				
Core Services (Registered)																
Intensive Services	139	139	145	135	136	137	131	131					156			
Training Services	113	114	117	110	110	110	106	106					126			
Youth Services	159	160	166	154	154	155	149	147					175			
Concurrent Program Participants	65	65	70	64	64	65	63	61					76			
Individual Training Accounts																
Goals Set (Younger Youth Only)																

WIA Participant Summary - OLDER YOUTH  
New Participants Entering Grant  
PY 2005/2006



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

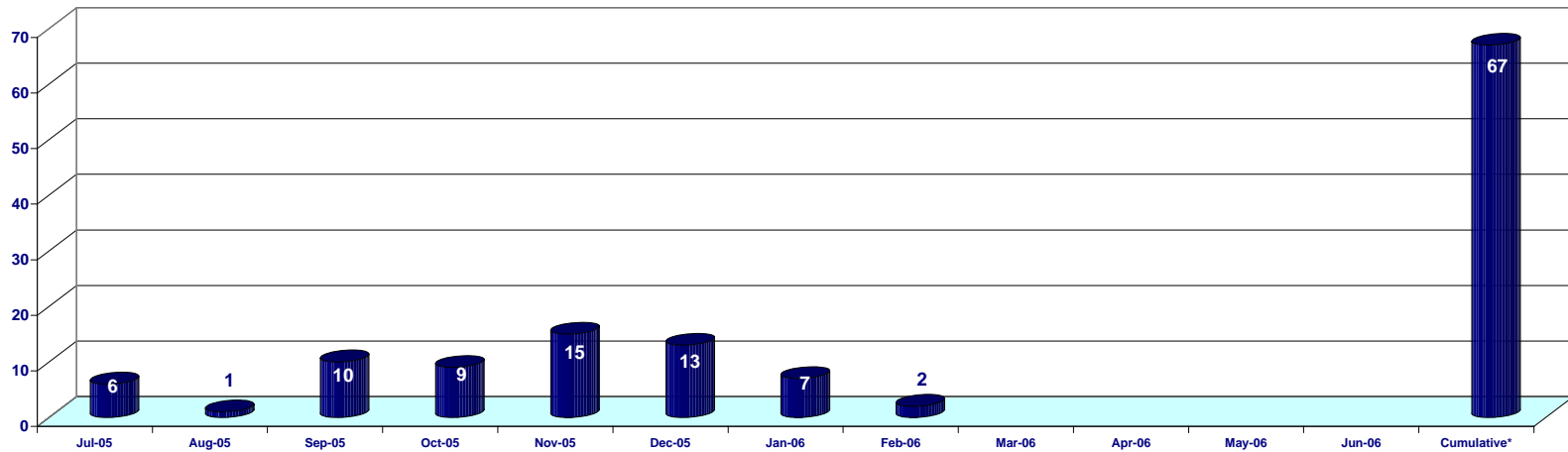
\*Cumulative total reflect totals from first of fiscal year to current report range and will not total monthly totals.

**WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH**  
**PY 2005/2006**  
**Report Range 07/2005 to 02/2006**

	Younger Youth												Part. Plan PY 05/06	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06			Cumulative*
<b>Total Participants</b>	583	584	594	477	492	505	498	494					644	834	77.2%
Participants Carried In	577	583	584	468	477	492	491	492					577	819	70.5%
New Participants Entering Grant	6	1	10	9	15	13	7	2					67	15	446.7%
<b>Total Participants Exiting WI</b>			126			6							150	215	69.8%
Entered Unsubsidized Employment			15			1							26	80	32.5%
Training Related			19			1							26	20	130.0%
Entered Military Service			0			0							0	8	0.0%
Entered Qualified Apprenticeship Program			0			0							0		
Entered Post-Secondary Education			70			2							74	130	56.9%
Entered Advanced Training			2			0							3	5	60.0%
Attained Recognized Certificate/Diploma/Degree			110			5							127		
Attained High School Diploma/GED			108			5							120	150	80.0%
Returned to Secondary School (Youth Only)			9			1							11	15	73.3%
Exits Excluded from Performance			1			0							2		
Other Exits			124			6							147	26	565.4%

Program Activities/Services Summary	Enrolled												Cumulative*	Part. Plan PY 05/06	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06				
Core Services (Registered)	0	0	0	1	1	1	1									
Intensive Services	97	99	103	96	96	96	96	95						111		
Training Services	79	79	83	77	79	79	76	74						86		
Youth Services	582	584	594	477	505	492	498	494						644		
Concurrent Program Participants	374	375	385	305	323	313	318	317						423		
Individual Training Accounts																
Goals Set (Younger Youth Only)	12	17	38	48	31	60	55	127						384	389	98.7%

**WIA Participant Summary - Younger Youth**  
**New Participants Entering Grant**  
**PY 2005/2006**



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

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

WIA PARTICIPANT SUMMARY REPORT - Activities

Source: State JTA, Extraction Date: 3/21/2006

Ref 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	22	40			58	50	80	90	170
	11 STAFF ASSIST JOB DEVELOP	4	3			2	13	6	16	22
	12 STAFF ASSIST JOB REFER	7	5			11	21	18	26	44
	13 STAFF ASSIST JOB SRCH	27	28			20	38	47	66	113
	14 STAFF ASSIST WRKSHP	2				2		4		4
	15 OTHER CORE SERVICES	11	1			9	2	20	3	23
	16 NON WIA FUNDED SERVICES									
	17 CO-ENROLLED CORE SERVICES									
20 HURRICANE KATRINA										
INTENSIVE	30 CASE MGMNT FOR PARTIC	75	88	32	190	88	55	195	333	528
	31 COMPREHENSIVE ASSESSMNTS	7				6	10	13	10	23
	32 DEVELOP INDIV EMPL PLAN	16	1		1	12	2	28	4	32
	33 GROUP COUNSELING									
	34 EMPL EXPERIENCE			6	20			6	20	26
	35 INDIV CNSLNG CAREER PLAN									
	36 OUT OF AREA JOB SEARCH									
	37 RELOCATION EXPENSES									
	38 SHORT TERM PREVOC SRVCS									
	39 INTERNSHIPS									
	40 OTHER INTENSIVE SRVCS	2	2			1	3	3	5	8
41 NONWIA FUND INTENS SRVCS										
TRAINING	42 CO-ENROLLED INTENSIVE SRVCS									
	50 ADULT EDUCATION			2	27			2	27	29
	51 CUSTOMIZED TRAINING		1						1	1
	52 ENTREPRENEURIAL TRAINING									
	53 JOB READINESS TRAINING			5	4			5	4	9
	54 OCCUP SKILLS TRAINING	24	31	13	65	14	8	51	104	155
	55 ON THE JOB TRAINING	12				2		14		14
	56 PRIVATE SECTOR TRAINING									
	57 SKILL UPGRADNG RETRNG									
	58 WRKPLCE TRNG AND COOP ED									
59 OTHER TRAINING SRVCS										
60 NON-WIA FUNDED TRNG SRVCS	23	23			14	8	37	31	68	
YOUTH	61 CO-ENROLLED TRAINING SRVCS									
	70 SUMMER RELATED			1	2			1	2	3
	71 EDUCATNL ACHVMNT SRVCS			97	493			97	493	590
	72 EMPLOYMENT SERVICES			30	171			30	171	201
	73 CITIZEN LEADERSHIP SRVCS									
	74 OTHER YOUTH SERVICES									
75 NONWIA FUNDED YOUTH SRVCS										
MISC.	76 CO-ENROLLED YOUTH SRVCS									
	80 OTHER JTPA									
	81 SUPPORTIVE SERVICES	83	75		14	90	53	173	142	315
	82 NEEDS RELATED PAYMENT									
	83 BREAK IN SERVICE						2		2	2
	84 NON-WIA FUNDED MISC									
	85 CO-ENROLLED MISCELLANEOUS									
	86 BRK IN SERV - HEALTH/MED									
TOTAL		315	298	186	987	329	265	830	1550	2380

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

**WIA PARTICIPANT CHARACTERISTICS SUMMARY**

Report Period: 7/2005 to 02/2006

Report Range 07/20

**ENROLLED**

	ADULT		DISLOCATED WORKER		DW AUGMEN		NURSING PROGRAM		OLDER YOUTH		YOUNGER YOUTH	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	276	100.0%	239	100.0%	70	100.0%	44	100.0%	180	100.0%	644	100.0%
<b>Female</b>	203	73.6%	163	68.2%	65	92.9%	35	79.5%	128	71.1%	342	53.1%
<b>Male</b>	73	26.4%	76	31.8%	5	7.1%	9	20.5%	52	28.9%	302	46.9%
<b>Age</b>												
14-18	4	1.4%	0	0.0%	0	0.0%	1	2.3%	0	0.0%	644	100.0%
19-21	38	13.8%	5	2.1%	0	0.0%	5	11.4%	180	100.0%	0	0.0%
22-29	98	35.5%	48	20.1%	5	7.1%	16	36.4%	0	0.0%	0	0.0%
30-44	93	33.7%	94	39.3%	28	40.0%	19	43.2%	0	0.0%	0	0.0%
45-54	33	12.0%	67	28.0%	25	35.7%	3	6.8%	0	0.0%	0	0.0%
88-61	9	3.3%	21	8.8%	10	14.3%	0	0.0%	0	0.0%	0	0.0%
62-64	1	0.4%	2	0.8%	1	1.4%	0	0.0%	0	0.0%	0	0.0%
65 and over	0	0.0%	2	0.8%	1	1.4%	0	0.0%	0	0.0%	0	0.0%
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native	5	1.8%	9	7.1%	3	11.4%	0	4.5%	2	15.6%	8	20.2%
Asian	26	9.4%	17	7.1%	8	11.4%	2	4.5%	28	15.6%	130	20.2%
Black / African American	21	7.6%	17	7.1%	7	10.0%	1	2.3%	14	7.8%	52	8.1%
Hawaiian Native / Other Pacific Islander	4	1.4%	6	2.5%	0	0.0%	0	0.0%	1	0.6%	4	0.6%
White	97	35.1%	78	32.6%	19	27.1%	26	59.1%	23	12.8%	104	16.1%
Ethnicity Hispanic or Latino	129	46.7%	125	52.3%	36	51.4%	16	36.4%	114	63.3%	376	58.4%
<b>Labor Force Status</b>												
Employed	115	41.7%	13	5.4%	1	1.4%	25	56.8%	29	16.1%	23	3.6%
Unemployed	161	58.3%	225	94.1%	69	98.6%	19	43.2%	151	83.9%	621	96.4%
UI Claimant	30	10.9%	26	10.9%	61	87.1%	2	4.5%	3	1.7%	1	0.2%
UI Exhaustee	14	5.1%	1	0.4%	1	1.4%	0	0.0%	1	0.6%	0	0.0%
<b>Barriers to Employment</b>												
Disabled	3	1.1%	1	0.4%	0	0.0%	1	2.3%	11	6.1%	142	22.0%
Limited English Proficiency	1	0.4%	7	2.9%	0	0.0%	0	0.0%	12	6.7%	54	8.4%
Single Parent	76	27.5%	43	18.0%	9	12.9%	19	43.2%	31	17.2%	20	3.1%
Work Profiling Reemployment Services Referral	7	2.5%	15	6.3%	2	2.9%	0	0.0%	0	0.0%	0	0.0%
Low Income	153	55.4%	81	33.9%	16	22.9%	21	47.7%	178	98.9%	610	94.7%
Displaced Homemaker	1	0.4%	0	0.0%	0	0.0%	0	0.0%	1	0.6%	0	0.0%
Offender	17	6.2%	7	2.9%	2	2.9%	2	4.5%	13	7.2%	45	7.0%
Homeless	3	1.1%	3	1.3%	0	0.0%	0	0.0%	8	4.4%	9	1.4%
Runaway Youth	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	2.2%	8	1.2%
Pregnant Parenting Youth	0	0.0%	0	0.0%	0	0.0%	0	0.0%	48	26.7%	42	6.5%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	0	0.0%	0	0.0%	177	98.3%	638	99.1%
Basic Literacy Skills Deficient	105	38.0%	97	40.6%	5	7.1%	9	20.5%	167	92.8%	607	94.3%
Substance Abuse	0	0.0%	1	0.4%	0	0.0%	0	0.0%	3	1.7%	20	3.1%
Foster Youth	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.6%	24	3.7%

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

**WIA PARTICIPANT CHARACTERISTICS SUMMARY**

Report Period: 7/2005 to 02/2006

**EXITED**

	ADULT		DISLOCATED		DW		NURSING		OLDER YOUTH		YOUNGER	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	51	100.0%	28	100.0%	1	100.0%	0	100.00%	29	100.0%	150	100.0%
<b>Female</b>	41	80.4%	15	53.6%	1	100.0%			20	69.0%	81	54.0%
<b>Male</b>	10	19.6%	13	46.4%	0	0.0%			9	31.0%	69	46.0%
<b>Age</b>												
14-18	0	0.0%	0	0.0%	0	0.0%			0	0.0%	150	100.0%
19-21	3	5.9%	1	3.6%	0	0.0%			29	100.0%	0	0.0%
22-29	20	39.2%	7	25.0%	0	0.0%			0	0.0%	0	0.0%
30-44	22	43.1%	14	50.0%	1	100.0%			0	0.0%	0	0.0%
45-54	6	11.8%	4	14.3%	0	0.0%			0	0.0%	0	0.0%
88-61	0	0.0%	2	7.1%	0	0.0%			0	0.0%	0	0.0%
62-64	0	0.0%	0	0.0%	0	0.0%			0	0.0%	0	0.0%
65 and over	0	0.0%	0	0.0%	0	0.0%			0	0.0%	0	0.0%
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native	5	9.8%	3	10.7%	1	100.0%			0	0.0%	0	0.0%
Asian	26	51.0%	0	0.0%	0	0.0%			4	13.8%	21	14.0%
Black / African American	21	41.2%	1	3.6%	0	0.0%			1	3.4%	11	7.3%
Hawaiian Native / Other Pacific Islander	4	7.8%	3	10.7%	0	0.0%			0	0.0%	1	0.7%
White	97	190.2%	12	42.9%	0	0.0%			3	10.3%	20	13.3%
Ethnicity Hispanic or Latino	129	252.9%	11	39.3%	1	100.0%			21	72.4%	98	65.3%
<b>Labor Force Status</b>												
Employed	115	225.5%	2	7.1%	0	0.0%			5	17.2%	8	5.3%
Unemployed	161	315.7%	26	92.9%	1	100.0%			24	82.8%	142	94.7%
UI Claimant	30	58.8%	26	92.9%	1	100.0%			1	3.4%	0	0.0%
UI Exhaustee	14	27.5%	1	3.6%	0	0.0%			0	0.0%	0	0.0%
<b>Barriers to Employment</b>												
Disabled	3	5.9%	0	0.0%	0	0.0%			0	0.0%	19	12.7%
Limited English Proficiency	1	2.0%	1	3.6%	0	0.0%			1	3.4%	18	12.0%
Single Parent	76	149.0%	6	21.4%	1	100.0%			6	20.7%	5	3.3%
Work Profiling Reemployment Services Referral	7	13.7%	0	0.0%	0	0.0%			0	0.0%	0	0.0%
Low Income	153	300.0%	14	50.0%	1	100.0%			28	96.6%	134	89.3%
Displaced Homemaker	1	2.0%	0	0.0%	0	0.0%			1	3.4%	0	0.0%
Offender	17	33.3%	1	3.6%	0	0.0%			3	10.3%	12	8.0%
Homeless	3	5.9%	1	3.6%	0	0.0%			0	0.0%	3	2.0%
Runaway Youth	0	0.0%	0	0.0%	0	0.0%			0	0.0%	2	1.3%
Pregnant Parenting Youth	0	0.0%	0	0.0%	0	0.0%			10	34.5%	11	7.3%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	0	0.0%			27	93.1%	149	99.3%
Basic Literacy Skills Deficient	105	205.9%	14	50.0%	0	0.0%			26	89.7%	147	98.0%
Substance Abuse	0	0.0%	0	0.0%	0	0.0%			0	0.0%	3	2.0%
Foster Youth	0	0.0%	0	0.0%	0	0.0%			0	0.0%	10	6.7%

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



# Worknet Customer Service & Satisfaction Report For All Locations

**JANUARY 2006**

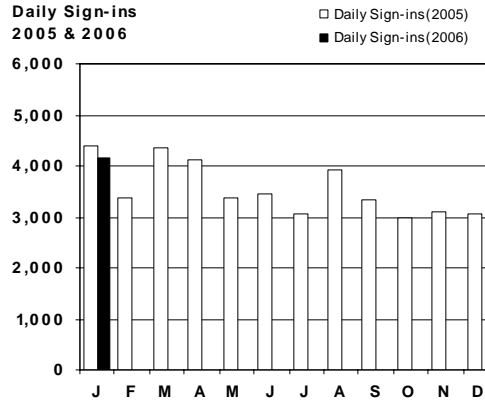
Merced County Department of Workforce Investment

## Daily Sign-ins

Daily sign-ins for January totaled 4,143. Up 1,100 from the previous month and down 254 from January 2005. Daily sign-ins for the month of January is below the 6 year average.

January's 6 year average: 4,497

2005 annual average: 3,539

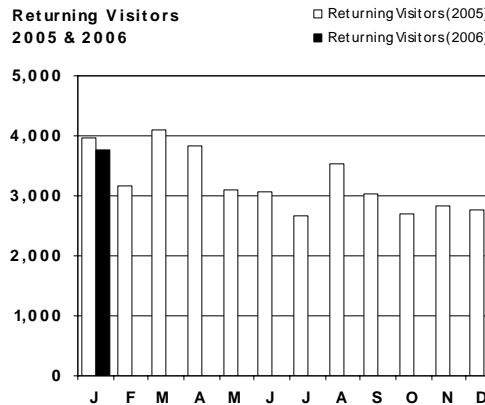


## Return Visits

Return visits for January totaled 3,760. Up 994 from the previous month and down 223 from January 2005. Return visits for the month of January is below the 6 year average.

January's 6 year average: 4,128

2005 annual average: 3,233

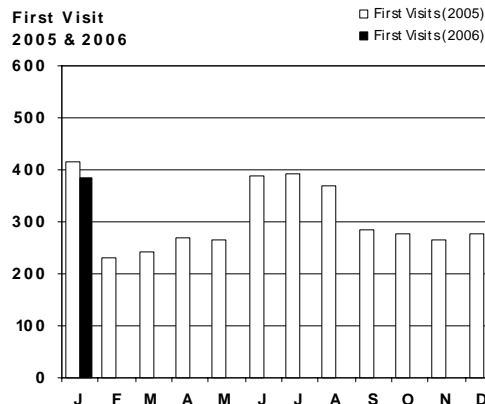


## First Visits

First Visits for January totaled 307. Up 106 from the previous month and down 31 from January 2005. First visits for the month of January is below the 5 year average.

January's 6 year average: 369

2005 annual average: 307



## Contents

<i>How did you hear about us?</i>	2
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<i>How our customers used our services</i>	3
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## Customer Flow for January 2006

### All Locations

- On average, Mondays were the busiest days of the week. Averaging 231 customers per day. (Weekly Average: 858 customers)

### Merced

- Mondays were the busiest day of the week, with an average of 157 customers per day. (Weekly Average: 567 customers).

### Los Banos

- Tuesdays were the busiest day of the week, with an average of 66 customers per day (Weekly Average: 244 customers).

### Livingston

- Mondays were the busiest day of the week, with an average of 14 customers per day. (Weekly Average: 46 customers).



**Marketing advertisements for  
January 2006**

**\*Various Newspapers**

01/4-7, 11-14, 18-21, 25-28/2006

**\*Radio Stations: KABX, KHPO,**

**KYOS, KBRE**

12/1-31/2006

**\*Valley Values**

01/12, 26/2006

**\*The Bus**

Worknet signs inside buses

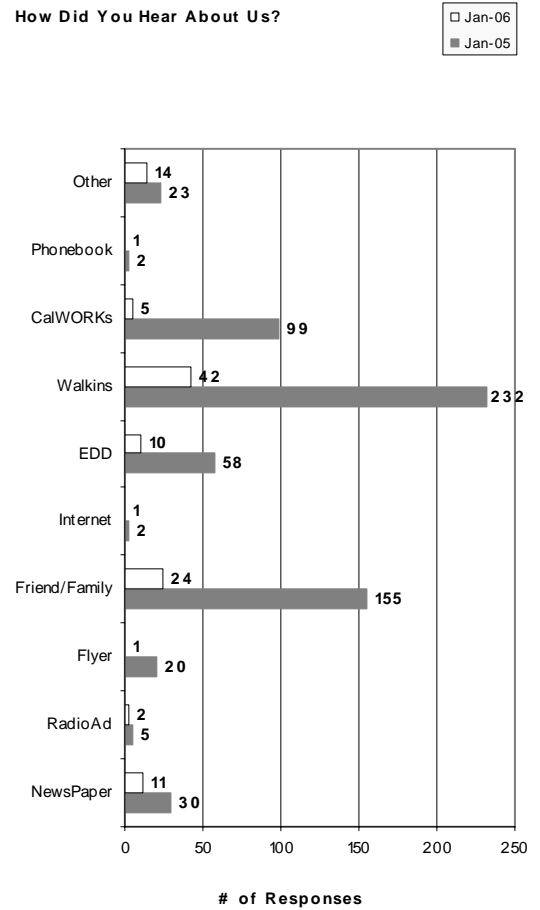
98.9 percent of our customer would  
refer our services to others

**How did you hear about us?**

One hundred eleven customers responded to this question in January.

Forty-two customers responded with Walk-in as the most frequent response. Family or Friend and Other were the next most frequent response.

How Did You Hear About Us?

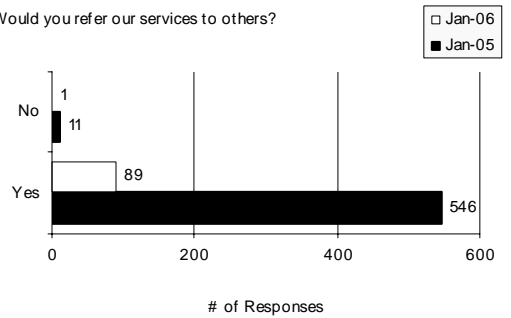


**Would you refer our services to others?**

Of those responding to this question, 98.9 percent of our customers would refer our services to others.

PY 03/04 annual average: 98.6%  
PY 04/05 annual average: 97.3%

Would you refer our services to others?



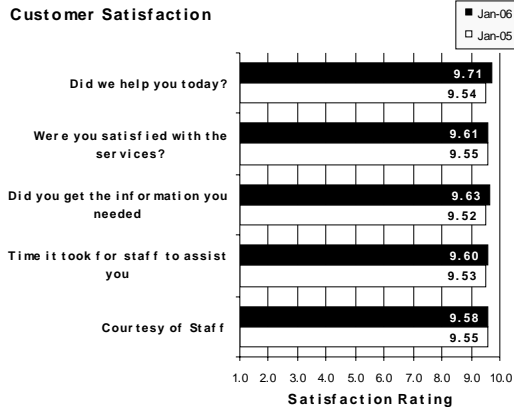


**Worknet  
Customer Service & Satisfaction Report  
For All Locations**

**JANUARY 2006**

Merced County Department of Workforce Investment

**Customer Satisfaction**



**Customer Satisfaction Ratings**

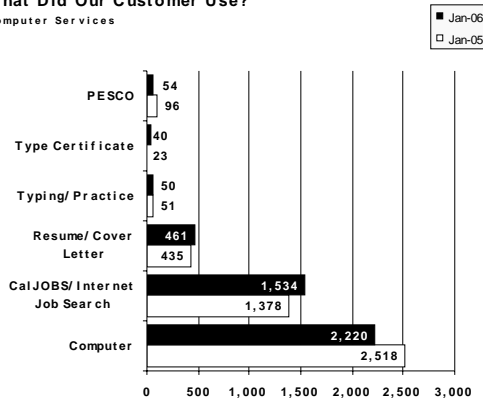
Customer satisfaction questions received 89 responses from our customers in January. These questions received ratings between 9.58 and 9.71, with “Did we help you today?” receiving the highest rating.

*‘Did we help you today?’ received the highest rating with a 9.71 on a scale of 1 to 10.*

There were 3 customer that rated “Were you satisfied with the services” with a 5 or less, representing 2.8 percent of our customers.

**What Did Our Customer Use?**

Computer Services



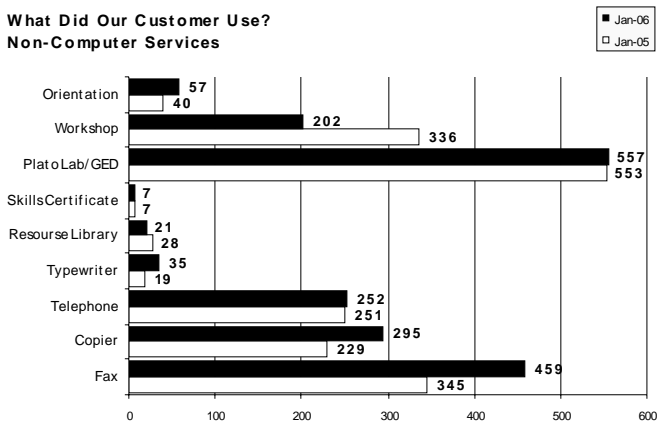
**How our customers use our services?**

Computer related services are always the most used service by our customers, with 2,220 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage within the computer service sub-topic.

*‘557 customers used the Plato Lab/GED at WorkNet in the month of January.’*

**What Did Our Customer Use?**

Non-Computer Services



Plato Lab/GED and Fax are the most used non-computer related services. Copier, Workshop, and Orientation are the next most use services under this category.



**Worknet  
Customer Service & Satisfaction Report  
For All Locations**

JANUARY 2006

Merced County Department of Workforce Investment

**Customer Service/Satisfaction Summary Data - All Locations**

	<b>Jan-05</b>	<b>Nov-05</b>	<b>Dec-05</b>	<b>Jan-06</b>
<b>Daily Sign-ins</b>				
Return Visit	<b>3,983</b>	<b>2,823</b>	<b>2,766</b>	<b>3,760</b>
First Visit	<b>414</b>	<b>265</b>	<b>277</b>	<b>383</b>
Total	<b>4,397</b>	<b>3,088</b>	<b>3,043</b>	<b>4,143</b>
<b>How did you hear about us?</b>				
NewsPaper	30	6	5	11
RadioAd	5	7	4	2
Flyer	20	1	1	1
Friend/Family	155	35	11	24
Internet	2	3	4	1
EDD	58	15	15	10
Walkins	232	54	29	42
CalWORKs	99	16	15	5
Phonebook	2	0	1	1
Other	23	5	9	14
<b>What did our customer use?</b>				
Computer	2,518	1,533	1,611	2,220
CalJOBS/Internet Job Search	1,378	1,180	1,336	1,534
Resume/Cover Letter	435	322	263	461
Typing/Practice	51	55	39	50
Type Certificate	23	14	31	40
PESCO	96	41	40	54
Job Listing	656	518	542	883
Fax	345	253	300	459
Copier	229	196	151	295
Telephone	251	201	146	252
Typewriter	19	13	5	35
Resource Library	28	13	9	21
Skills Certificate	7	2	6	7
Plato Lab/GED	553	498	446	557
Workshop	336	186	362	202
Orientation	40	38	46	57
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.55	9.77	9.73	9.58
Time it took for staff to assist you	9.53	9.81	9.77	9.60
Did you get the information you needed	9.52	9.84	9.70	9.63
Were you satisfied with the services?	9.55	9.86	9.77	9.61
Did we help you today?	9.54	9.83	9.40	9.71
<b>Would you refer our services to others?</b>				
Yes	130	75	89	89
No	2	1	1	1



**Worknet  
Customer Service & Satisfaction Report  
For All Locations**

JANUARY 2006

Merced County Department of Workforce Investment

**Customer Service/Satisfaction Summary Data - Individual Locations**

<b>Number of Sign-ins</b>																					
<b>Day of the Week</b>	<b>03</b>	<b>04</b>	<b>05</b>	<b>06</b>	<b>09</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>30</b>	<b>31</b>	
<b>Date</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>Total</b>
<b>Livingston</b>	12	5	4	6	11	14	13	9	10	8	17	13	17	17	9	9	13	7	15	12	221
<b>Los Banos</b>	43	57	58	54	46	60	54	54	46	74	62	77	48	66	77	81	74	66	66	76	1,239
<b>Merced</b>	120	117	111	106	152	140	125	129	129	145	156	143	128	150	134	136	131	134	169	128	2,683
<b>Total</b>	175	179	173	166	209	214	192	192	185	227	235	233	193	233	220	226	218	207	250	216	4,143

<b>Who were are visitors</b>	<b>Merced</b>	<b>Los Banos</b>	<b>Livingston</b>	<b>All Locations</b>
<b>First Visit</b>	229	135	19	383
<b>Return Visit</b>	2,454	1,104	202	3,760

<b>How did you hear about us?</b>				
Newspaper	2	9	0	11
Radio Ad	2	0	0	2
Flyer	0	1	0	1
Friend	9	11	4	24
Internet	0	1	0	1
EDD	6	4	0	10
Walk-ins	19	17	6	42
CalWORKs	3	2	0	5
Phone Book	1	0	0	1
Other	2	10	0	12

<b>What did our customers use?</b>				
Computer	1,511	571	138	2,220
CalJOBS/Internet Job Search	991	479	64	1,534
Resume	357	85	19	461
Typing	30	10	10	50
Typing Certificate	25	9	6	40
Career	36	18	0	54
Job Listing	428	351	104	883
Fax	299	135	25	459
Copier	239	54	2	295
Telephone	182	59	11	252
Typewriter	24	10	1	35
Resource Library	2	11	8	21
Skills Certificate	5	2	0	7
Plato Lab	143	414	0	557
Workshop	9	189	4	202
Orientation	34	21	2	57

<b>Customer Satisfaction</b>				
Courtesy of Staff	9.31	9.71	9.77	9.58
Time it took for staff to assist you	9.47	9.60	9.92	9.60
Did you get the information you needed?	9.51	9.64	9.92	9.63
Were you satisfied with the services?	9.31	9.72	9.92	9.61
Did we help you today?	9.64	9.72	9.85	9.71



# Worknet Customer Service & Satisfaction Report For All Locations

FEBRUARY 2006

Volume 7

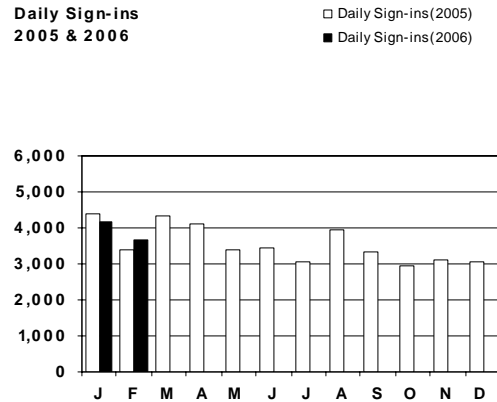
Merced County Department of Workforce Investment

## Daily Sign-ins

Daily sign-ins for February totaled 3,657. Down 486 from the previous month and up 267 from February 2005. Daily sign-ins for the month of February is below the 6 year average.

February's 6 year average: 3785

2005 annual average: 3,539

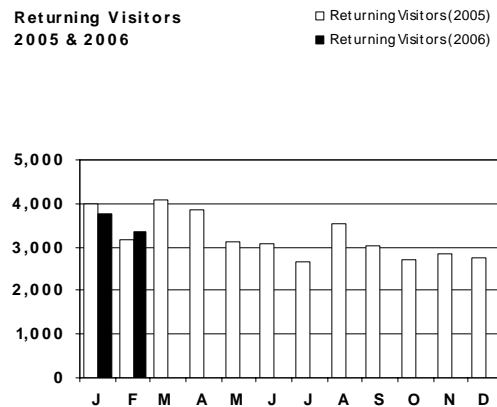


## Return Visits

Return visits for February totaled 3,332. Down 428 from the previous month and up 173 from February 2005. Return visits for the month of February is below the 6 year average.

February's 6 year average: 3,542

2005 annual average: 3,233

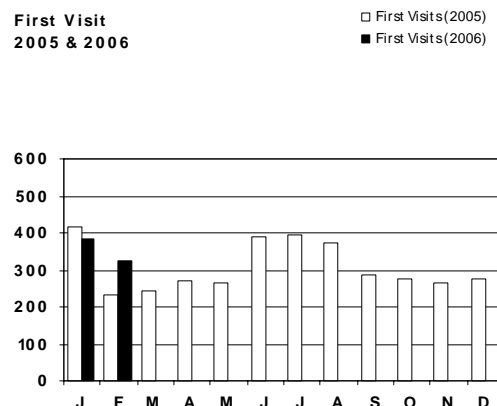


## First Visits

First Visits for February totaled 325. Down 58 from the previous month and up 94 from February 2005. First visits for the month of February is below the 5 year average.

February's 6 year average: 369

2005 annual average: 307



## Contents

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<i>Would you refer our services to others?</i>	2
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<i>How our customers used our services</i>	3
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## Customer Flow for February 2006

### All Locations

- On average, Tuesdays were the busiest days of the week. Averaging 240 customers per day. (Weekly Average: 871 customers)

### Merced

- Tuesdays were the busiest day of the week, with an average of 146 customers per day. (Weekly Average: 532 customers).

### Los Banos

- Tuesdays were the busiest day of the week, with an average of 81 customers per day (Weekly Average: 295 customers).

### Livingston

- Tuesdays were the busiest day of the week, with an average of 13 customers per day. (Weekly Average: 43 customers).



**Worknet  
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**Marketing advertisements for  
February 2006**

*\*Various Newspapers*

*02/1-4, 8-11, 15-18/2006*

*\*Radio Stations: KABX, KHPO,*

*KYOS, KBRE*

*2/1-28/2006*

*Valley Values*

*02/16/2006*

*\* **The Bus***

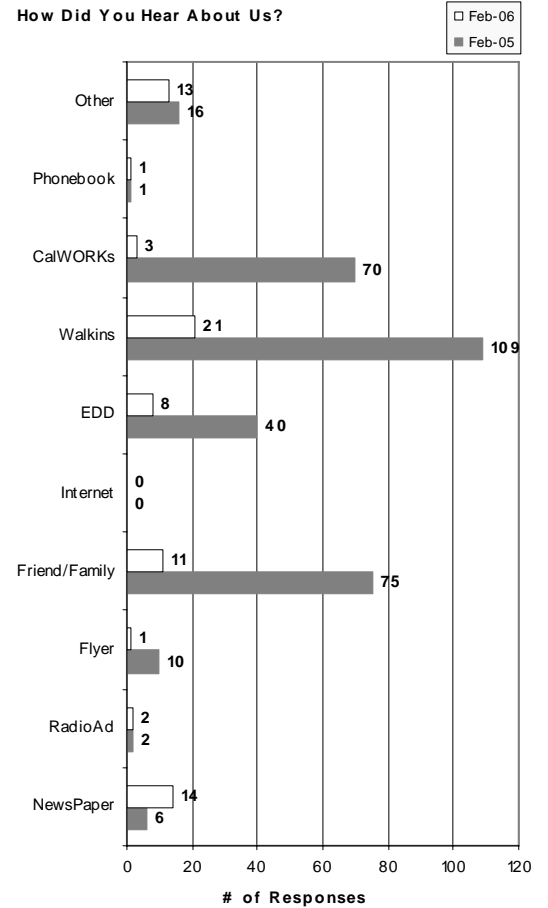
*Worknet signs inside buses*

**How did you hear about us?**

Seventy-four customers responded to this question in January.

Twenty-one customers responded with Walk-in as the most frequent response. Newspaper was the next most frequent response.

How Did You Hear About Us?



*97.1 percent of our customer would refer our services to others*

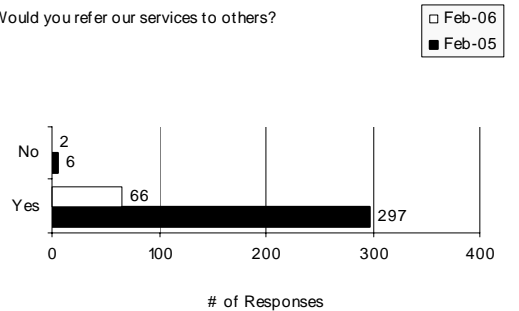
**Would you refer our services to others?**

Of those responding to this question, 97.1 percent of our customers would refer our services to others.

PY 03/04 annual average: 98.6%

PY 04/05 annual average: 97.3%

Would you refer our services to others?

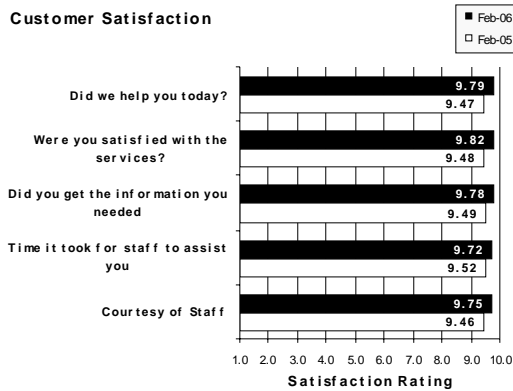




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**Customer Service & Satisfaction Report**  
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**Customer Satisfaction**



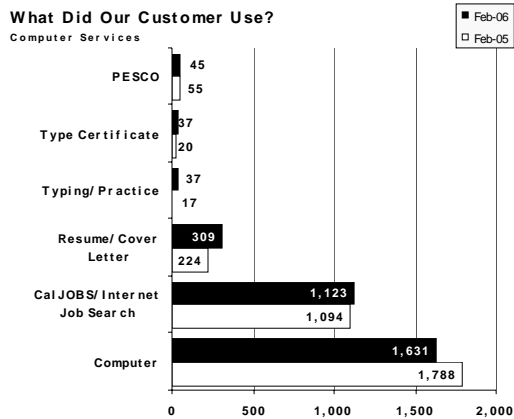
**Customer Satisfaction Ratings**

Customer satisfaction questions received 83 responses from our customers in February. These questions received ratings between 9.72 and 9.82, with “Were you satisfied with the services?” receiving the highest rating.

*‘Did we help you today?’ received the highest rating with a 9.71 on a scale of 1 to 10.*

Three questions had one responses of 5 or less.

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

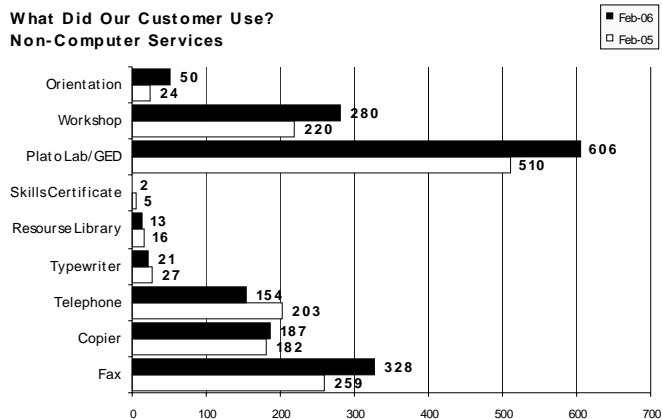


**How our customers use our services?**

Computer related services are always the most used service by our customers, with 1,631 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage within the computer service sub-topic.

*‘2 customers used the “Skills Certificate” at WorkNet in the month of February.’*

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



Plato Lab/GED and Fax are the most used non-computer related services. Copier, Workshop, and Orientation are the next most use services under this category.



**Worknet**  
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**Customer Service/Satisfaction Summary Data - All Locations**

	<b>Feb-05</b>	<b>Dec-05</b>	<b>Jan-06</b>	<b>Feb-06</b>
<b>Daily Sign-ins</b>				
Core A Services	426	338	547	321
Return Visit	3,159	2,766	3,760	3,332
First Visit	231	277	383	325
Total	3,390	3,043	4,143	3,657
<b>How did you hear about us?</b>				
NewsPaper	6	5	11	14
RadioAd	2	4	2	2
Flyer	10	1	1	1
Friend/Family	75	11	24	11
Internet	0	4	1	0
EDD	40	15	10	8
Walkins	109	29	42	21
CalWORKs	70	15	5	3
Phonebook	1	1	1	1
Other	16	9	14	13
<b>What did our customer use?</b>				
Computer	1,788	1,611	2,220	1,631
CalJOBS/Internet Job Search	1,094	1,336	1,534	1,123
Resume/Cover Letter	224	263	461	309
Typing/Practice	17	39	50	37
Type Certificate	20	31	40	37
PESCO	55	40	54	45
Job Listing	440	542	883	602
Fax	259	300	459	328
Copier	182	151	295	187
Telephone	203	146	252	154
Typewriter	27	5	35	21
Resource Library	16	9	21	13
Skills Certificate	5	6	7	2
Plato Lab/GED	510	446	557	606
Workshop	220	362	202	280
Orientation	24	46	57	50
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.46	9.73	9.58	9.75
Time it took for staff to assist you	9.52	9.77	9.60	9.72
Did you get the information you needed	9.49	9.70	9.63	9.78
Were you satisfied with the services?	9.48	9.77	9.61	9.82
Did we help you today?	9.47	9.40	9.71	9.79
<b>Would you refer our services to others?</b>				
Yes	75	89	66	66
No	1	1	2	2



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**Customer Service/Satisfaction Summary Data - Individual Locations**

<b>Number of Sign-ins</b>																			
<b>Day of the Week</b>	<b>01</b>	<b>02</b>	<b>03</b>	<b>06</b>	<b>07</b>	<b>08</b>	<b>09</b>	<b>10</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>27</b>	<b>28</b>	
<b>Date</b>	<b>W</b>	<b>T</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>Total</b>
<b>Livingston</b>	5	9	9	11	16	12	11	5	12	12	9	3	11	12	5	11	7	13	173
<b>Los Banos</b>	65	69	50	60	72	80	79	52	65	62	63	44	95	81	71	61	87	91	1,247
<b>Merced</b>	121	109	98	124	136	118	96	142	118	119	78	105	174	136	128	123	156	156	2,237
<b>Total</b>	191	187	157	195	224	210	186	199	195	193	150	152	280	229	204	195	250	260	3,657

<b>Who were are visitors</b>	<b>Merced</b>	<b>Los Banos</b>	<b>Livingston</b>	<b>All Locations</b>
<b>First Visit</b>	227	91	30	348
<b>Return Visit</b>	2,010	1,156	143	3,309

<b>How did you hear about us?</b>				
Newspaper	0	14	0	14
Radio Ad	2	0	0	2
Flyer	1	0	0	1
Friend	7	6	2	15
Internet	0	0	0	0
EDD	4	0	4	8
Walk-ins	11	7	4	22
CalWORKs	0	3	0	3
Phone Book	1	0	0	1
Other	1	12	0	13

<b>What did our customers use?</b>				
Computer	1,213	447	122	1,782
CalJOBS/Internet Job Search	826	315	72	1,213
Resume	262	57	22	341
Typing	25	18	0	43
Typing Certificate	28	14	0	42
Career	19	30	0	49
Job Listing	281	302	65	648
Fax	235	94	20	349
Copier	155	46	0	201
Telephone	111	37	11	159
Typewriter	17	4	0	21
Resource Library	2	11	1	14
Skills Certificate	0	2	0	2
Plato Lab	153	495	1	649
Workshop	3	294	0	297
Orientation	26	21	3	50

<b>Customer Satisfaction</b>				
Courtesy of Staff	9.46	9.84	10.00	9.75
Time it took for staff to assist you	9.38	9.84	10.00	9.72
Did you get the information you needed?	9.58	9.84	10.00	9.78
Were you satisfied with the services?	9.58	9.90	10.00	9.82
Did we help you today?	9.63	9.85	9.93	9.79



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**Write-in Responses**

<b>HOW DID YOU HEAR ABOUT US? - OTHER</b>	<b># OF RE-SPONSES</b>
Vos Banos Enterprise	12
I have been here before	1

<b>APPOINTMENT WITH:</b>	<b># OF RE-SPONSES</b>
ROSE RAMIREZ	13
ROERTO RIVER	11
Stacy Bronson	8
Johnny Valadez	4
Rachel Fields	3
CVOC	2
BILL ROBLES	1
Evelyn Montes	1
FRANCES RODRIGUEZ	1
SANDY RUBY	1

<b>INFORMATION</b>	<b># OF RE-SPONSES</b>
Empower Program	1

<b>AGENCY</b>	<b># OF RE-SPONSES</b>
CalWorks	16
EDD Julie O'Dell	11
<b>California State Dept. of Rehab</b>	6
STACY BRONSON	6
CVOC	4
MCOE Hellen Foster	3
ROSE	3
Hobby House	2
Family Support	1
Merced County HSA	1
ROBERTO RIVERA	1

<b>OTHER</b>	<b># OF RE-SPONSES</b>
Tony Gallegos	28
WEX SETE	25
Eve Snelling	24
Landfill Maintenance assessment for the County	24
Helen Dunbar	23
TCIII assessment	22
PESCO	21
CalWorks	19
Elsa Sanchez	18
Anna Partida	16
Janie Melin	14
EDD Tour with Elsa Sanchez	9
Loretta Spence	9
Savina Buendia	7
Wendy Shaw	7
Dave Heyer	6
Ed Souza	6
Ida Johnson	6
Jeib Thianpimmai	6
Assessment for Quebecor	5
Judy Burnett	5
Quebecor- assessment	5
UC Merced Assessment	5
EDD Julie O'Dell	4
ERC tour from Tranquility	3
Paper work for Tony Gallegos	3
Client will come back with WIA completed	2
Jenie Melin	2
Paper work for Helen Dunbar	2
Referred to EDD	2
Turned in job application	2
Yang Her	2
Al Peterson	1
ASSESSMENT	1
Bus driver application	1
CA Dept. of Rehab	1



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Customer Service & Satisfaction Report  
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Write-in Responses

<b>OTHER (Continued)</b>	<b># OF RESPONSES</b>
County testing	1
CVOC	1
DMV question - Evelyn Montes	1
Ellen Foster	1
Evelyn Montes - re: Job Corps	1
Financial Aid Workshop	1
Gallegos	1
Judy Mounts	1
Paper work for Dave Heyer	1
Paper work for Eve Snelling	1
Paper work for Helen	1
Paper work for Jeib	1
Patric Farrar	1
Picked resume from Janie Melin	1
Picked up paper work fro Helen Dunbar	1
Picked up paper work from Tony Gallegos	1
Referred from CPS	1
Robin Redwine	1
Self directed	1
She was late for orientation	1
Specialist testing	1
TESTING	1
Testing with Yang	1
To see Julie O'Dell, but she was not in	1
Tony Gallegos - paper work	1
Tour from Tranquility	1
Valente Huitron	1
Will bring application tomorrow	1



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**Comments**

Not at this time.

Yes

The service was fast and thorough

Registration sign should be posted upon entrance, so those unaware, will know of procedures.

Los Banos Office was not helpful at all.

Why is it necessary to fill out so many forms and what exactly are you doing with the information you are receiving?

There were too many forms to fill out to get services, what's up with that?

Make me do fewer forms to get help.

Having more people up front and friendliness

Gov., rules and laws GED



# The Quick Look

## A Merced County Labor Market Review - January 2006

Welcome to the Merced County labor market review. The Quick Look has been developed by the Department of Workforce Investment staff for the Merced County Local Workforce Investment Board. The data and information is provided by the California Employment Development Department. Questions can be referred to the Department of Workforce Investment, 1880 West Wardrobe Avenue, Merced, CA 95340. Telephone (209) 724-2042. Email: [pitd26@co.merced.ca.us](mailto:pitd26@co.merced.ca.us)

Merced County Data not adjusted for Seasonality	Labor Force and Industrial Employment						
	March 2004 Benchmark					Percent Change	
	Jan 05	Nov 05	Dec 05 Revised	Jan 06 Prelim.	Month	Year	
Civilian Labor Force	96,500	101,200	100,800	98,900	-1.9%	2.5%	
Civilian Employment	84,200	92,400	91,400	87,700	-4.0%	4.2%	
Civilian Unemployment	12,400	8,800	9,400	11,200	19.1%	-9.7%	
Civilian Unemployment Rate	12.8%	8.7%	9.3%	11.3%			
(CA Unemployment Rate)	6.2%	5.1%	4.8%	5.4%			
(U.S. Unemployment Rate)	5.7%	4.8%	4.6%	5.1%			
Total, All Industries	63,200	71,300	69,900	66,300	-5.2%	4.9%	
Total Farm	7,700	12,100	10,000	8,600	-14.0%	11.7%	
Total Nonfarm	55,500	59,200	59,900	57,700	-3.7%	4.0%	
Total Private	41,500	44,500	44,800	43,000	-4.0%	3.6%	
Goods Producing	13,100	14,400	14,500	13,600	-6.2%	3.8%	
Natural Resources and Mining	0	0	0	0			
Construction	3,000	3,600	3,600	3,300	-8.3%	10.0%	
Manufacturing	10,100	10,800	10,900	10,300	-5.5%	2.0%	
Durable Goods	1,800	1,700	1,700	1,700	0.0%	-5.6%	
Nondurable Goods	8,300	9,100	9,200	8,600	-6.5%	3.6%	
Food Man & Beverage & Tobacco	6,700	7,200	7,300	7,000	-4.1%	4.5%	
Residual - Textile Mills	1,600	1,900	1,900	1,600	-15.8%	0.0%	
Service Providing	42,400	44,800	45,400	44,100	-2.9%	4.0%	
Private Service Producing	28,400	30,100	30,300	29,400	-3.0%	3.5%	
Trade, Transportation and Utilities	10,400	11,600	11,700	11,000	-6.0%	5.8%	
Wholesale Trade	1,400	1,600	1,600	1,500	-6.3%	7.1%	
Retail Trade	7,300	7,900	8,000	7,400	-7.5%	1.4%	
Food and Beverage Stores	1,400	1,500	1,500	1,400	-6.7%	0.0%	
General Merchandise Stores	1,700	2,000	2,100	1,800	-14.3%	5.9%	
Residual - Miscellaneous Store Retailers	4,200	4,400	4,400	4,200	-4.5%	0.0%	
Transportation, Warehousing and Utilities	1,700	2,100	2,100	2,100	0.0%	23.5%	
Information	1,700	1,500	1,600	1,600	0.0%	-5.9%	
Financial Activities	1,800	2,000	2,000	2,000	0.0%	11.1%	
Finance and Insurance	1,100	1,300	1,300	1,300	0.0%	18.2%	
Real Estate and Rental and Leasing	700	700	700	700	0.0%	0.0%	
Professional and Business Services	3,000	3,100	3,100	2,900	-6.5%	-3.3%	
Educational and Health Services	5,300	5,600	5,600	5,700	1.8%	7.5%	
Leisure and Hospitality	4,500	4,700	4,700	4,600	-2.1%	2.2%	
Food Services and Drinking Places	3,900	3,900	3,900	3,800	-2.6%	-2.6%	
Residual - Arts, Entertainment, and Recreation	600	800	800	800	0.0%	33.3%	
Other Services	1,700	1,600	1,600	1,600	0.0%	-5.9%	
Government	14,000	14,700	15,100	14,700	-2.6%	5.0%	
Federal Government	800	800	800	800	0.0%	0.0%	
State Government	800	1,200	1,300	1,300	0.0%	62.5%	
Local Government	12,400	12,700	13,000	12,600	-3.1%	1.6%	

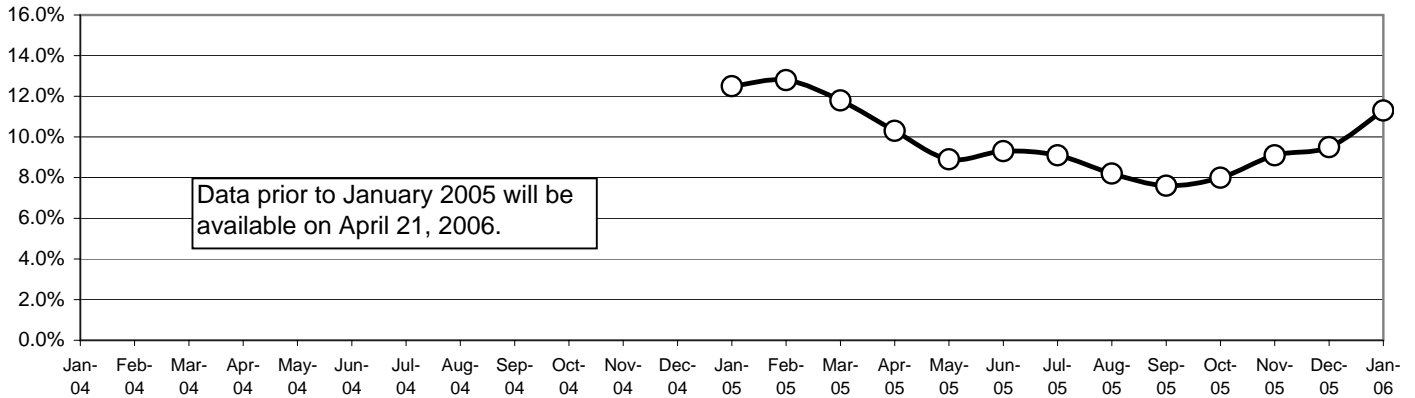
The County continues with one of the highest unemployment rates in the State, ranking 55th out of 58 counties in the month of January. The preliminary result is an increase of 2.0 percentage point in the unemployment rate from the revised December rate. This preliminary figure is a decrease of 1.5 percentage point from the unemployment rate of one year ago.

Overall, the County's Civilian Labor Force decreased by 1,900 persons over last month's figure and an increase of 2,400 persons over year ago figures. Industrial employment decreased by 3,600 jobs in January over December's figure and showed an increased of 3,100 jobs over year ago figures.

**The Quick Look**

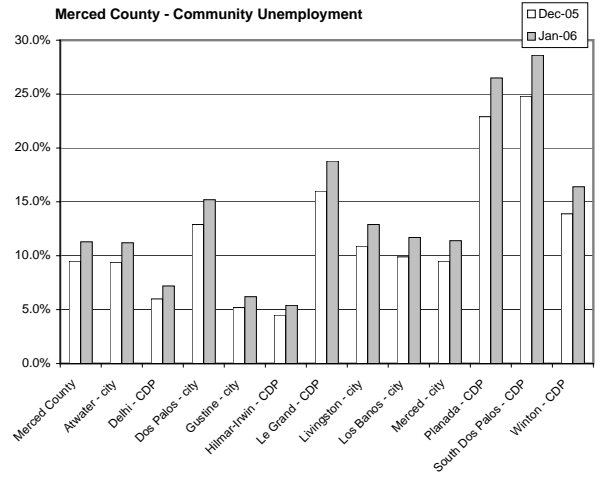
**A Merced County Labor Market Review - January 2006**

**Merced County Unemployment Rate  
2004 - 2005**



**Sub County average unemployment rates for the county, cities, and municipalities.**

Area Name	Labor Force	Employment	Unemployment	
			Number	Rate
Merced County	98,900	87,700	11,200	11.3%
Atwater City	11,600	10,300	1,300	11.2%
Delhi CDP	3,800	3,500	300	7.2%
Dos Palos City	1,900	1,600	300	15.2%
Gustine City	2,300	2,200	100	6.2%
Hilmar-Irwin CDP	2,600	2,500	100	5.4%
Le Grand CDP	700	600	100	18.8%
Livingston City	4,800	4,200	600	12.9%
Los Banos City	12,200	10,800	1,400	11.7%
Merced City	29,200	25,900	3,300	11.4%
Planada CDP	1,600	1,200	400	26.5%
South Dos Palos CDP	400	300	100	28.6%
Winton CDP	3,700	3,100	600	16.4%



CDP - Census Designated Place

Merced County's workforce has grown over the past 20 years reflecting improvement of the County's economic well being; however, unemployment remains a consistent barrier to greater prosperity. Average unemployment has fluctuated from an annual low of 9.7 percent to an annual high of 17.1 percent.

**Seven County Quick Look**

County	Rank	Labor Force	Employ	Unemployed	Rate
Merced	55	98,900	87,700	11,200	11.3%
Madera	37	61,000	56,100	4,900	8.1%
Mariposa	33	8,300	7,670	630	7.5%
Fresno	43	397,600	359,400	38,300	9.6%
San Benito	42	25,300	2,300	2,400	9.3%
San Joaquin	37	283,400	260,500	22,900	8.1%
Stanislaus	40	227,300	207,800	19,500	8.1%

**Seven County Unemployment Rate**

