

TO: Executive Committee

DATE: 4/07/08

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Workforce Investment Board (WIB) Strategic Scorecard

PROPOSED MOTION(S): Review and discuss applicable Measure/Indicators from the WIB Strategic Scorecard. and provide direction to staff to align Strategic Scorecard with new WIB Goals.

DISCUSSION: The WIB Strategic Scorecard is to be used to manage the attainment of the WIB's efforts. The Scorecard is divided into four Measurement Categories:

A) Customer Perspective, B) Internal Operations/Organizational Effectiveness, C) Financial/Market Perspective, and D) Learning & Innovation.

The areas that require discussion/review:

Customer Perspective

3. Workforce Development Advocacy/Awareness – *See Advocacy Paper*

Internal Operations/Organizational Effectiveness

1.a. Numbers - Planned vs. Actual – *See Attached Participant Reports*

1.b. Monitoring - The State EDD monitoring that occurred March 3-, 2007, focused on WIA Fiscal and Procurement operations. The monitor will produce and deliver the report between within 30-45 days.

Financial/Market Perspective

1. *See Attached Financial Report*

Learning and Innovation

1.a. The WIB supported and requested the support of the Board of Supervisors in regards to the Business Education Alliance of Merced (BEAM). On March 25, 2008, the Board of Supervisors adopted Resolution No. 2008-35 in support of BEAM.

ATTACHMENT(S):

Strategic Scorecard

Participant Report

Board of Supervisors BEAM Resolution

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				Exec
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	Annually (July)	
b. Are the Right Industries Targeted • Economic Development Targeted Industries • Growth Industries	Compare targets and adjust industry focus, if necessary	Review LMI (Growth Industries & Early Warning Data)	Annually (July)	Exec
2. Job Seeker Customer Satisfaction				
a. Job Seeker Needs Are Being Met	90%	Customer Satisfaction Surveys	Biannually (Jan/July)	Exec
b. Input from Customers Is Used To Improve Services	Rating to meet or exceed	One Stop Management	Biannually (Jan/July)	Exec
3. Workforce Development Advocacy/Awareness	# Of Face to Face Meetings # Of Written Communications	Meetings with Legislators Written Communication with	Annually (April)	Executive

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

	<p>Voting record of Legislators</p> <p>Positive impact to Support Local Control</p> <p>Stable or increased WIA Funding</p>	<p>Legislators (requesting a response)</p> <p>Invitations to WIB Meetings</p> <p>Invitations to Worknet, i.e., for a tour, Chamber Mixer, etc.</p>		
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Measurement Category: Internal Operations/Organizational Effectiveness

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
<p>1. Program Accountability:</p> <p>a. Plan vs. Actual Participant Activity</p> <ul style="list-style-type: none"> Numbers Merced County Population Demographics <ul style="list-style-type: none"> White – 40.6% Hispanic – 45.3% Asian – 6.8% African Amer – 3.8% Amer Indian – 1.2% Others – 2.3% Performance Measures 	<p>Planned vs. Actual</p> <p>Participants vs. Merced Co. Demographics</p> <p>Attain 80% level on Goals</p>	<p>Participant Reports</p> <p>Participant Reports</p> <p>Performance Reports</p>	<p>Quarterly (Oct/Jan/Apr/Jul)</p> <p>Biannually (Jul/Jan)</p> <p>Quarterly (Nov/Feb/May/Oct)</p>	<p>Exec</p> <p>Exec</p> <p>Exec</p>
<p>b. Report Results:</p>				

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<ul style="list-style-type: none"> • Audits 	Zero Findings	Single Audit	Annually (May)	Exec
<ul style="list-style-type: none"> • Monitoring 	Zero Findings	EDD Monitoring WI Monitoring	Annually (Feb) Biannually (Jan/Jul)	Exec
<ul style="list-style-type: none"> • Youth Quarterly Program Reports 				
Out-of-School Youth	Acceptable Progress	Report from MCOE	Quarterly	YC
Younger Youth	Acceptable Progress	Report from MCOE	Quarterly	YC
c. Resources are Allocated Appropriately:				
<ul style="list-style-type: none"> • The Selected Industry Cluster and Occupations Within The Cluster Are Being Supported 	Review results of training and job placements in the industry	Identify and select industry cluster	Annually (July)	Exec
<ul style="list-style-type: none"> • Quality Controls 	Improved Scores	Customer Satisfaction Data	Annually (July)	Exec
<ul style="list-style-type: none"> • Productivity 	Attainment	Performance Measures	Annually (July)	Exec

Measurement Category: Financial/Market Perspective

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Expenditures including: <ul style="list-style-type: none"> • Obligations • Accruals (Expenses) • Encumbrances • By funding source 	80% Expended by End of Year	Fiscal Reports	Monthly	Exec

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<ul style="list-style-type: none"> • By service • Plan vs. Actual 				
2. Revenue & Resources:				
a. Grants	#s Received #s Applied for Sources	WI Report	Quarterly (Oct/Jan/Apr/Jul)	Exec
b. Revenue Generation	# of Sources Amount of \$\$	WI Report	Quarterly (Oct/Jan/Apr/Jul)	Exec

Measurement Category: Learning and Innovation

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Influence the Workforce Investment System				
a. Education	Report on Activity	Participate on the P-16 Council	Quarterly	Exec
b. Economic Development Adhoc Committee	New Jobs Created Jobs Retained or Jobs Lost	Reports by MCEDCO, and CAED	Quarterly	Exec
c.				

Glossary

Exec - WIB Executive Committee

YC - Youth Council

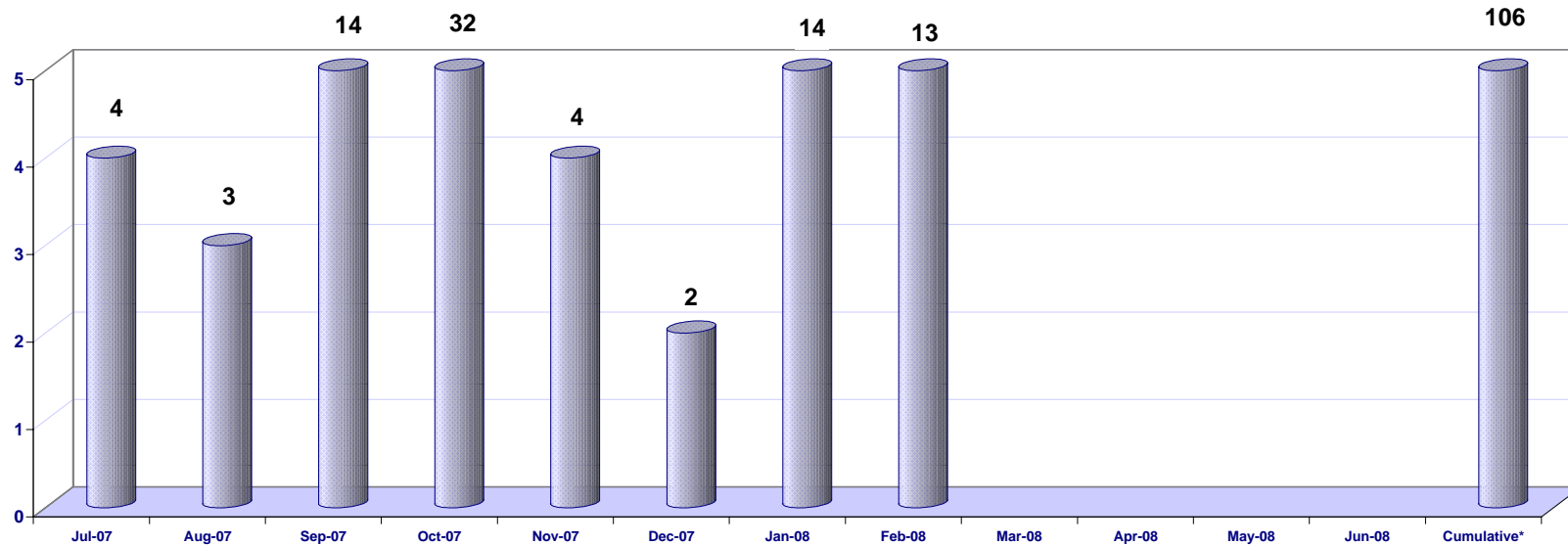
Revision Date: December 4, 2006

WIA PARTICIPANT SUMMARY REPORT - ADULT (Grant Code: 201)
 PY 2007/08 - February 2008
 Report Range 07/2007 to 02/2008

	ADULT												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
Total Participants	116	119	133	137	141	143	156	169					218	250	87.2%
Participants Carried In	112	116	119	105	137	141	122	156					112	105	106.7%
New Participants Entering Grant	4	3	14	32	4	2	34	13					106	145	73.1%
Total Participants Exiting WI			28			21							49	91	53.8%
Entered Unsubsidized Employment			21			17							38	71	53.5%
Training Related			7			1							8	22	36.4%
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			11			5							16		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits			27			21							48	78	61.5%

Program Activities/Services Summary	Enrolled												Cumulative*	PY 07/08	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			
Core Services (Registered)	116	119	132	131	140	143	156	169					218	384	56.8%
Intensive Services	88	90	96	113	116	119	138	151					180	179	100.6%
Training Services	39	39	39	30	32	33	30	35					48	117	41.0%
Youth Services															
Concurrent Program Participants	21	22	23	17	17	17	16	16					27		
Individual Training Accounts	3	3	3	3	3	3	3	3					3		
Goals Set (Younger Youth Only)								169							

WIA PARTICIPANT SUMMARY - ADULT
 New Participants Entering Grant

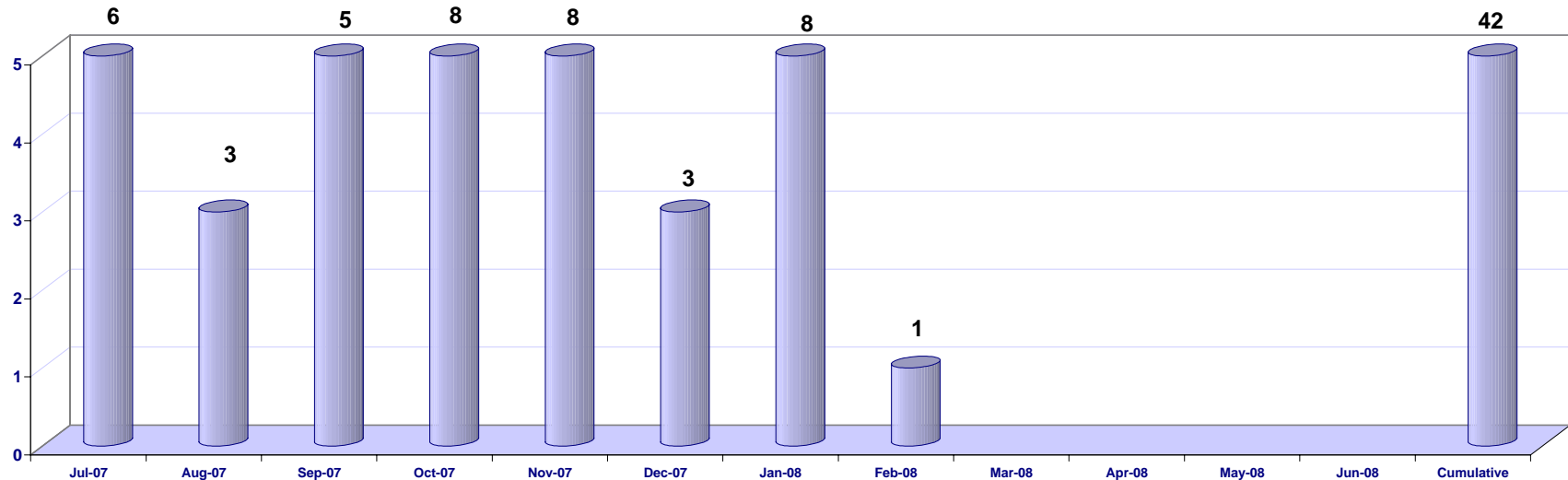


WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER (Grant Code: 501)
 PY 2007/08 - February 2008
 Report Range 07/2007 to 02/2008

	DISLOCATED WORKER												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative	PY 07/08	Attained
Total Participants	97	100	105	88	96	99	84	85					133	158	84.2%
Participants Carried In	91	97	100	80	88	96	76	84					91	85	107.1%
New Participants Entering Grant	6	3	5	8	8	3	8	1					42	73	57.5%
Total Participants Exiting WI			25			23							48	39	123.1%
Entered Unsubsidized Employment			19			19							38	35	108.6%
Training Related			3			5							8	17	47.1%
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			10			9							19		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance			3			2							5		
Other Exits			22			21							43	38	113.2%

Program Activities/Services Summary	Enrolled												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			Cumulative
Core Services (Registered)	97	100	105	88	96	99	84	85					133	216	61.6%
Intensive Services	82	85	90	80	88	91	79	80					118	113	104.4%
Training Services	26	26	27	22	27	29	22	24					39	71	54.9%
Youth Services															
Concurrent Program Participants	36	36	36	26	27	28	21	21					39		
Individual Training Accounts	3	3	3	1	1	1							3		
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - DISLOCATED WORKER
 New Participants Entering Grant

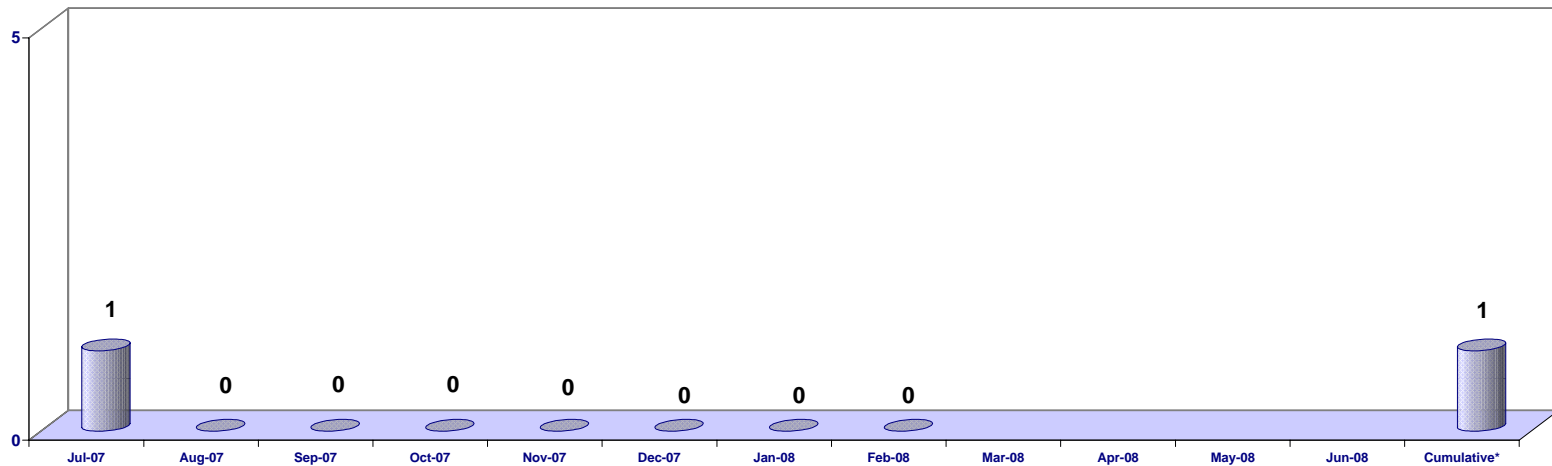


WIA PARTICIPANT SUMMARY REPORT - 25% MERCED EXPANSION PROJECT (Grant Code: 528)
 PY 2007/08 - February 2008
 Report Range 07/2007 to 02/2008

	QUEBECOR												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
Total Participants	13	13	13	5	5	5	3	3					13		
Participants Carried In	12	13	13	5	5	5	3	3					12		
New Participants Entering Grant	1												1		
Total Participants Exiting WI			8			2							10		
Entered Unsubsidized Employment			7			1							8		
Training Related			1										1		
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			2										2		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits			8			2							10		

Program Activities/Services Summary	Enrolled												Cumulative*	PY 07/08	Attained
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			
Core Services (Registered)	13	13	13	5	5	5	3	3					10		
Intensive Services	5	5	5	2	2	2	1	1					4		
Training Services	4	4	4	2	2	2	1	1					3		
Youth Services															
Concurrent Program Participants	2	2	2										2		
Individual Training Accounts															
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - 25 % DISLOCATED WORKER AUGMENTATION: QUEBECOR
 New Participants Entering Grant

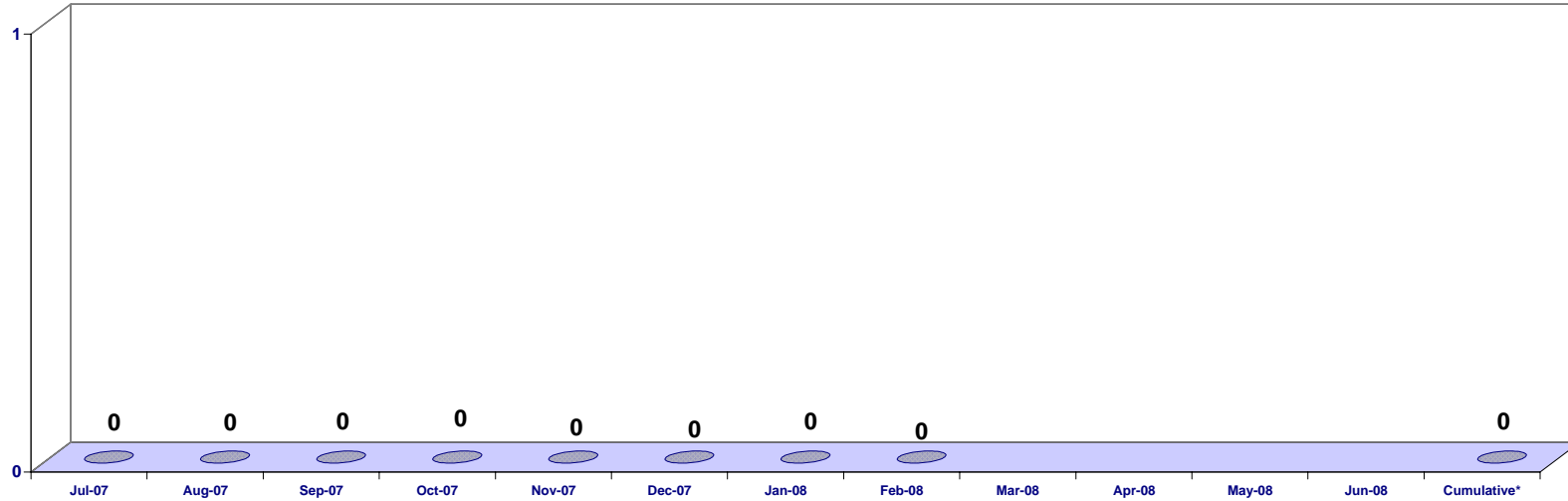


WIA PARTICIPANT SUMMARY REPORT - DWI/CVOC JOINT PROJECT (Grant Code: 537)
 PY 2007/08 - February 2008
 Report Range 07/2007 to 02/2008

	DWI/CVOC JOINT PROJECT													Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
Total Participants	35	35	35	28	28	28	23	23					35		
Participants Carried In	35	35	35	28	28	28	23	23					35		
New Participants Entering Grant															
Total Participants Exiting WI			7			5							12		
Entered Unsubsidized Employment			5			4							9		
Training Related			2			1							3		
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			4			3							7		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance			2			1							3		
Other Exits			5			4							9		

Program Activities/Services Summary	Enrolled													Cumulative*	PY 07/08	Attained
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08				
Core Services (Registered)	33	33	34	27	27	27	22	22					34			
Intensive Services	34	34	34	27	27	27	22	22					34			
Training Services	7	7	7	5	6	6	2	2					8			
Youth Services																
Concurrent Program Participants	25	25	25	19	19	19	15	15					25			
Individual Training Accounts	2	2	2	1	1	1							2			
Goals Set (Younger Youth Only)																

WIA PARTICIPANT SUMMARY - DWI/CVOC JOINT PROJECT
 New Participants Entering Grant

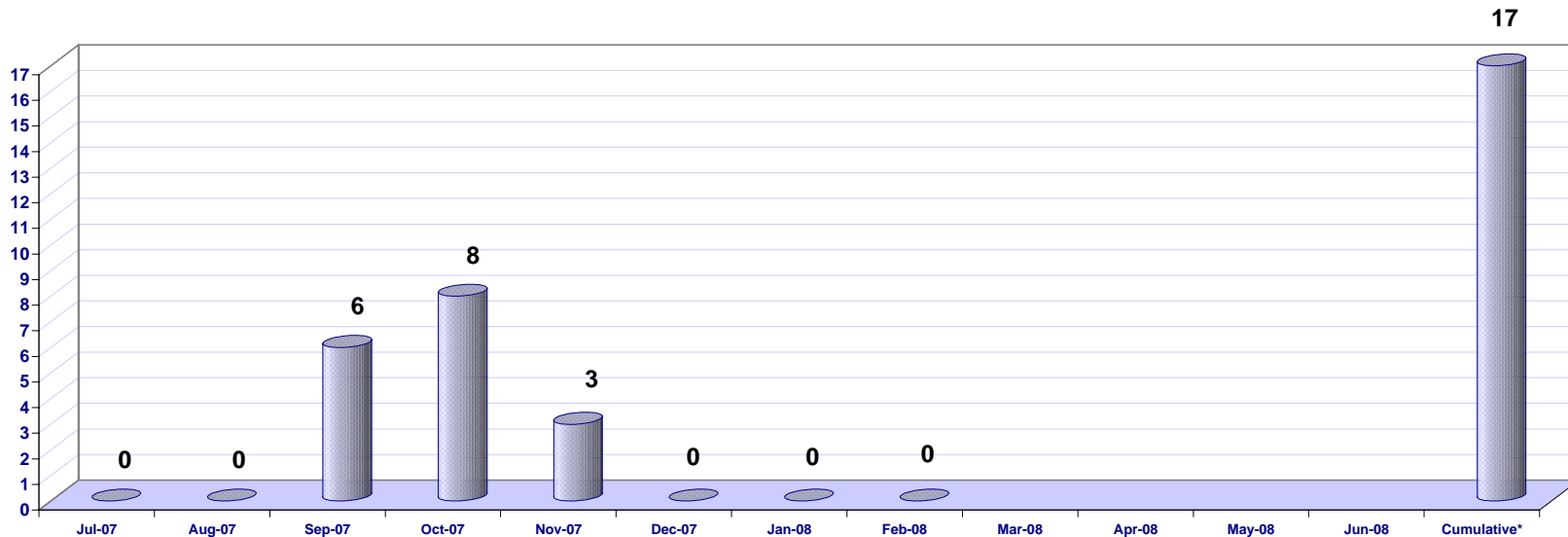


WIA PARTICIPANT SUMMARY REPORT - HIGH CON. YOUTH (Grant Code: 648)
 PY 2007/08 - February 2008
 Report Range 07/2007 to 02/2008

	High Concentration Youth Program												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
Total Participants	21	21	27	35	38	38	38	38					38
Participants Carried In	21	21	21	27	35	38	38	38					21
New Participants Entering Grant			6	8	3								17
Total Participants Exiting WI													
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												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
Core Services (Registered)													
Intensive Services	7	7	12	16	17	17	17	17					17
Training Services	3	3	4	4	4	4	4	4					4
Youth Services	21	21	27	34	37	37	37	37					37
Concurrent Program Participants	6	6	7	11	12	12	12	12					12
Individual Training Accounts													
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - HIGH CON. YOUTH (GRANT CODE: 648)
 New Participants Entering Grant

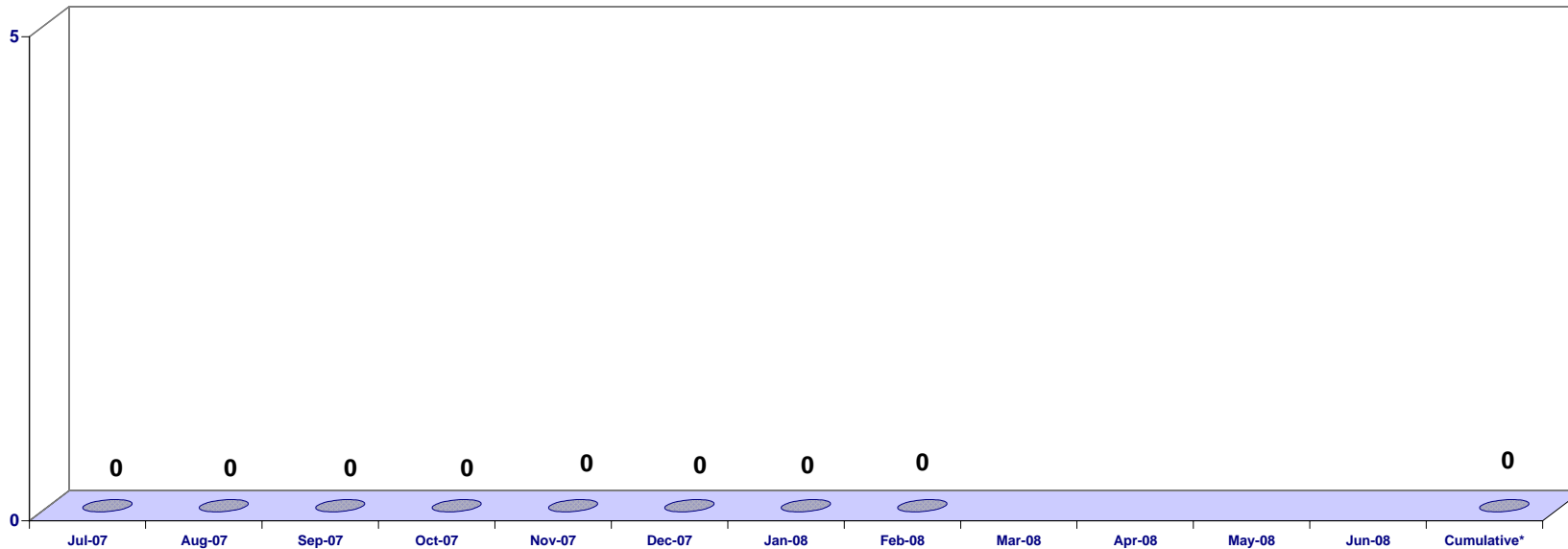


WIA PARTICIPANT SUMMARY REPORT - NURSING PROGRAM (Grant Code: 693)
 PY 2007/08 - February 2008
 Report Range 07/2007 to 02/2008

	Nursing Program												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
Total Participants	27	27	27	24	24	24	24	24					27
Participants Carried In	27	27	27	24	24	24	24	24					27
New Participants Entering Grant													
Total Participants Exiting WI			3										3
Entered Unsubsidized Employment			3										3
Training Related			2										2
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree			2										2
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits			3										3

Program Activities/Services Summary	Enrolled												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
Core Services (Registered)	22	22	22	21	21	21	21	21					22
Intensive Services	27	27	27	24	24	24	24	24					27
Training Services	19	19	19	18	18	18	18	18					19
Youth Services													
Concurrent Program Participants	3	3	3	3	3	3	3	3					3
Individual Training Accounts	1	1	1	1	1	1	1	1					1
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - NURSING PROGRAM (GRANT CODE: 693)
 New Participants Entering Grant

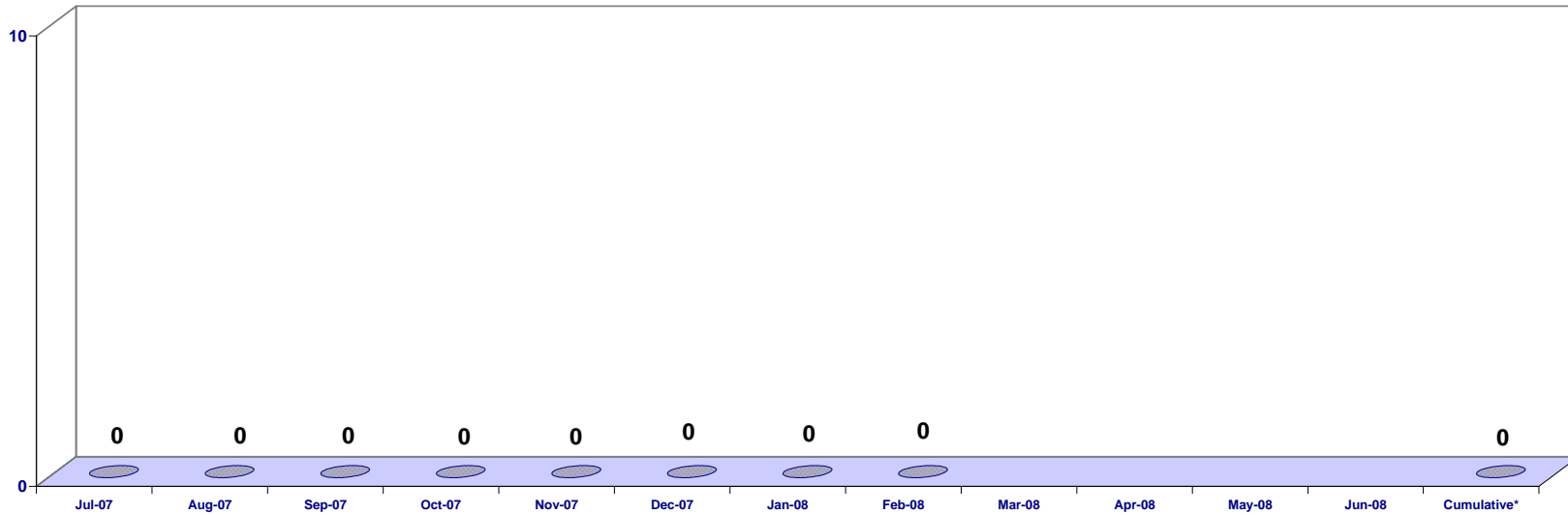


WIA PARTICIPANT SUMMARY REPORT - 15% MERCED EXPANSION PROJECT (Grant Code: 787)
 PY 2007/08 - February 2008
 Report Range 07/2007 to 02/2008

	Quebecor												Cumulative*	Part. Plan PY 07/08	% of Plan Attained	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08				
Total Participants	15	15	15	7	7	7	3	3						15		
Participants Carried In	15	15	15	7	7	7	3	3						15		
New Participants Entering Grant																
Total Participants Exiting WI			8			4								12		
Entered Unsubsidized Employment			6			2								8		
Training Related			2											2		
Entered Military Service																
Entered Qualified Apprenticeship Program																
Entered Post-Secondary Education																
Entered Advanced Training																
Attained Recognized Certificate/Diploma/Degree			2											2		
Attained High School Diploma/GED																
Returned to Secondary School (Youth Only)																
Exits Excluded from Performance																
Other Exits			8			4								12		

Program Activities/Services Summary	Enrolled												Cumulative*	Part. Plan PY 07/08	% of Plan Attained	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08				
Core Services (Registered)	15	15	15	7	7	7	3	3						15		
Intensive Services	2	2	2											2		
Training Services	2	2	2											2		
Youth Services																
Concurrent Program Participants	2	2	2											2		
Individual Training Accounts																
Goals Set (Younger Youth Only)																

WIA PARTICIPANT SUMMARY - 15% MERCED EXPANSION PROJECT (GRANT CODE: 787)
 New Participants Entering Grant

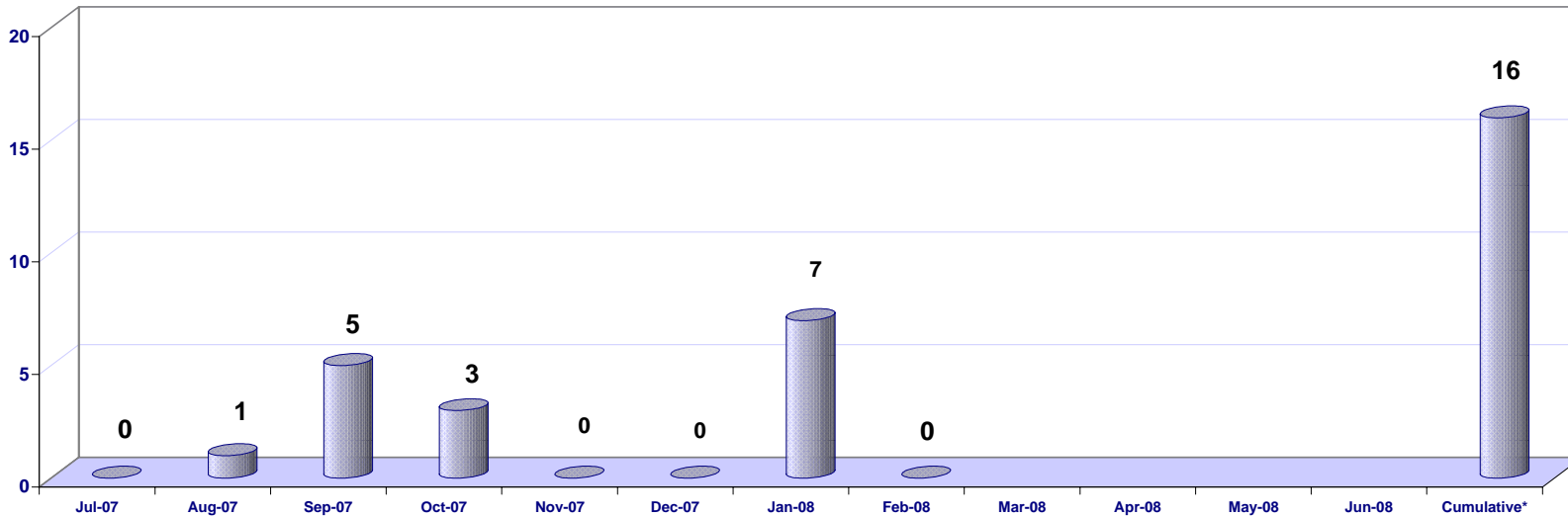


WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH
PY 2007/08 - February 2008
Report Range 07/2007 to 02/2008

	OLDER YOUTH													Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
Total Participants	93	94	99	98	98	98	101	101					109	132	82.6%
Participants Carried In	93	93	94	95	98	98	94	101					93	102	91.2%
New Participants Entering Grant		1	5	3			7						16	30	53.3%
Total Participants Exiting WI			4			4							8	35	22.9%
Entered Unsubsidized Employment			3			2							5	25	20.0%
Training Related			1			1							2	9	22.2%
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education			1			1							2	9	22.2%
Entered Advanced Training			1										1	1	
Attained Recognized Certificate/Diploma/Degree			2			4							6		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits			2			4							6	35	17.1%

Program Activities/Services Summary	Enrolled													Cumulative*	PY 07/08	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08				
Core Services (Registered)			1	1	1	1	1	1					1			
Intensive Services	82	83	88	87	87	88	92	92					99			
Training Services	60	61	62	59	59	59	60	60					66			
Youth Services	91	92	97	96	96	96	92	92					100			
Concurrent Program Participants	28	29	30	30	30	30	30	30					33			
Individual Training Accounts																
Goals Set (Younger Youth Only)																

WIA PARTICIPANT SUMMARY - OLDER YOUTH
New Participants Entering Grant

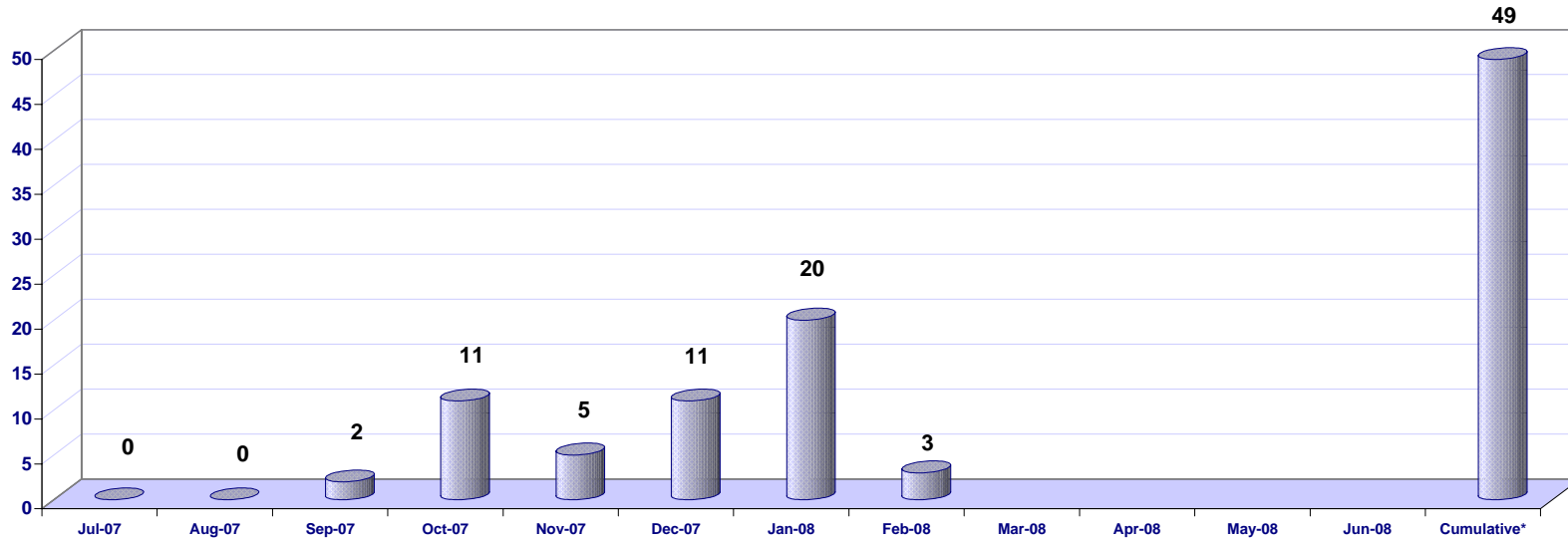


WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH
PY 2007/08 - February 2008
Report Range 07/2007 to 02/2008

	Younger Youth												Cumulative*	Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08		PY 07/08	Attained	
Total Participants	196	196	198	165	170	181	200	203						245	316	77.5%
Participants Carried In	196	196	196	154	165	170	180	200						196	286	68.5%
New Participants Entering Grant			2	11	5	11	20	3						49	30	163.3%
Total Participants Exiting WI			44			1								45	100	45.0%
Entered Unsubsidized Employment			13			1								14	15	93.3%
Training Related			5											5	10	50.0%
Entered Military Service															5	
Entered Qualified Apprenticeship Program																
Entered Post-Secondary Education			26											26	62	41.9%
Entered Advanced Training			1											1	2	50.0%
Attained Recognized Certificate/Diploma/Degree			36			1								37		
Attained High School Diploma/GED			30											30	75	40.0%
Returned to Secondary School (Youth Only)															4	
Exits Excluded from Performance			1											1		
Other Exits			43			1								44	85	51.8%

Program Activities/Services Summary	Enrolled												Cumulative*	PY 07/08	% of Plan		
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08					
Core Services (Registered)																	
Intensive Services	46	46	47	44	45	45	49	50						57			
Training Services	31	31	31	28	28	28	30	30						33			
Youth Services	196	196	198	164	169	180	194	197						239			
Concurrent Program Participants	102	102	102	80	83	91	101	102						130			
Individual Training Accounts																	
Goals Set (Younger Youth Only)	12	11	12	21	6	11	19	9						65	250	26.0%	

WIA PARTICIPANT SUMMARY - YOUNGER YOUTH
New Participants Entering Grant

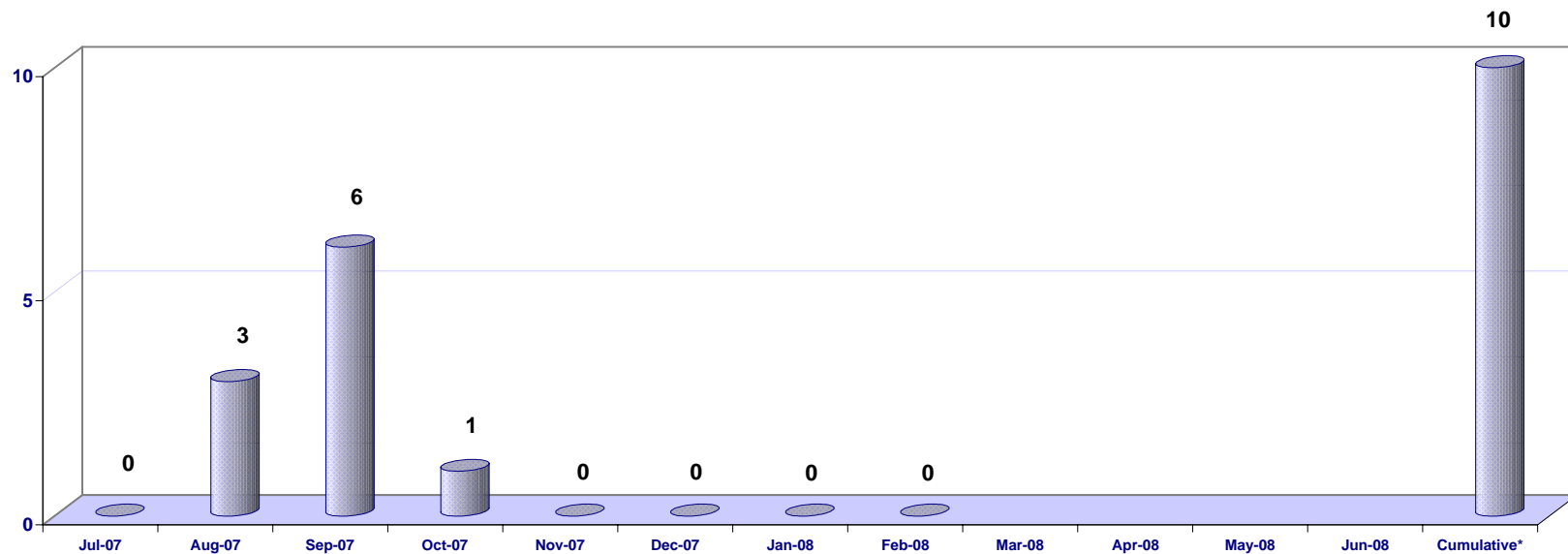


WIA PARTICIPANT SUMMARY REPORT - 907 DOL San Joaquin LVN Program
 PY 2007/08 - February 2008
 Report Range 07/2007 to 02/2008

	DOL San Joaquin LVN Program												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
Total Participants	31	34	40	40	40	40	40	40					41
Participants Carried In	31	31	34	39	40	40	40	40					31
New Participants Entering Grant		3	6	1									10
Total Participants Exiting WI			1										1
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			1										1

Program Activities/Services Summary	Enrolled												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
Core Services (Registered)	23	25	31	30	30	30	30	30					31
Intensive Services	27	29	29	29	29	29	29	29					30
Training Services													
Youth Services													
Concurrent Program Participants	4	5	6	6	6	6	6	6					6
Individual Training Accounts													
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - DOL SAN JOAQUIN LVN PROGRAM
 New Participants Entering Grant

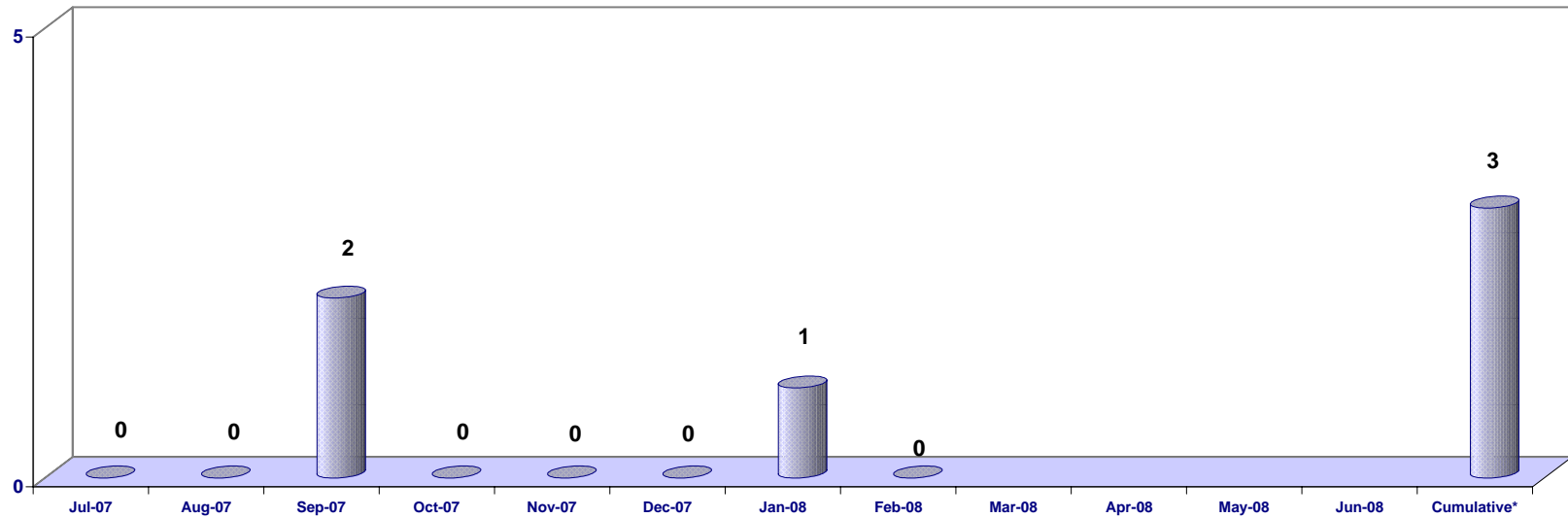


WIA PARTICIPANT SUMMARY REPORT - SJC MANUFACTURING PROJECT (914)
 PY 2007/08 - February 2008
 Report Range 07/2007 to 02/2008

	SJC Manufacturing Project												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
Total Participants	1	1	3	3	3	3	4	4					4
Participants Carried In	1	1	1	3	3	3	3	4					1
New Participants Entering Grant			2				1						3
Total Participants Exiting WI													
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-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
Core Services (Registered)	1	1	3	3	3	3	4	4					4
Intensive Services	1	1	3	3	3	3	4	4					4
Training Services													
Youth Services													
Concurrent Program Participants													
Individual Training Accounts													
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - SJC MANUFACTURING PROJECT
 New Participants Entering Grant



WIA PARTICIPANT CHARACTERISTICS SUMMARY

Report Period: 7/2007 to 2/2008

ENROLLED

	ADULT		DISLOCATED WORKER		528 25% MERCED EXPANSION PROJECT		537 WIA-CVOC JOINT PROJECT		648 WIA-HIGH CON. YTH		693 RN PROGRAM	
	#	%	#	%	#	%	#	%	#	%	#	%
Total	218	100.0%	133	100.0%	13	100.0%	35	100.0%	38	100.0%	27	100.0%
Female	160	73.4%	84	63.2%	5	38.5%	26	74.3%	16	42.1%	20	74.1%
Male	58	26.6%	49	36.8%	8	61.5%	9	25.7%	22	57.9%	7	25.9%
Age												
14-18	1	0.5%							24	63.2%		
19-21	14	6.4%	5	3.8%	2	15.4%	1	2.9%	14	36.8%	2	7.4%
22-29	89	40.8%	14	10.5%	3	23.1%					17	63.0%
30-44	68	31.2%	46	34.6%	6	46.2%	9	25.7%			6	22.2%
45-54	32	14.7%	46	34.6%	2	15.4%	13	37.1%			2	7.4%
55-61	13	6.0%	19	14.3%			10	28.6%				
62-64			2	1.5%			1	2.9%				
65 and over	1	0.5%	1	0.8%			1	2.9%				
Race/Ethnicity												
American Indian / Alaskan Native	4	1.8%	4	3.0%	2	15.4%						
Asian	40	18.3%	6	4.5%	1	7.7%	2	5.7%	1	2.6%	1	3.7%
Black / African American	14	6.4%	9	6.8%	1	7.7%	2	5.7%	6	15.8%		
Hawaiian Native / Other Pacific Islander	10	4.6%	1	0.8%							1	3.7%
White	79	36.2%	48	36.1%	4	30.8%	7	20.0%	7	18.4%	15	55.6%
Ethnicity Hispanic or Latino	84	38.5%	71	53.4%	7	53.8%	25	71.4%	27	71.1%	11	40.7%
Labor Force Status												
Employed	82	37.6%	1	0.8%					3	7.9%	19	70.4%
Unemployed	136	62.4%	132	99.2%	13	100.0%	35	100.0%	35	92.1%	8	29.6%
UI Claimant	24	11.0%	105	78.9%	7	53.8%	31	88.6%				
UI Exhaustee	8	3.7%	23	17.3%	6	46.2%	3	8.6%				
Barriers to Employment												
Disabled	4	1.8%	1	0.8%					17	44.7%	1	3.7%
Limited English Proficiency	4	1.8%	3	2.3%			2	5.7%				
Single Parent	57	26.1%	21	15.8%	2	15.4%	4	11.4%	1	2.6%	5	18.5%
Work Profiling Reemployment Services Referral	1	0.5%	15	11.3%			5	14.3%				
Low Income	120	55.0%	55	41.4%	8	61.5%	10	28.6%	38	100.0%	12	44.4%
Displaced Homemaker												
Offender	6	2.8%	2	1.5%	2	15.4%			3	7.9%	1	3.7%
Homeless	1	0.5%							2	5.3%		
Runaway Youth									3	7.9%		
Pregnant Parenting Youth									3	7.9%		
Youth Needing Additional Assistance									38	100.0%		
Basic Literacy Skills Deficient	78	35.8%	73	54.9%	1	7.7%	26	74.3%	35	92.1%	4	14.8%
Substance Abuse									3	7.9%		
Foster Youth	1	0.5%							3	7.9%		

WIA PARTICIPANT CHARACTERISTICS SUMMARY

Report Period: 7/2007 to 2/2008

ENROLLED

	787 15% MERCED EXPANSION PROJECT		907 DOL SAN JOAQUIN LVN PROGRAM		301 OLDER YOUTH		301 YOUNGER YOUTH		914 SJC MANUF. PROJECT		TOTAL (ALL GRANT CODES)	
	#	%	#	%	#	%	#	%	#	%	#	%
Total	15	100.0%	41	100.0%	109	100.0%	245	100.0%	4	100.0%	878	100.0%
Female	4	26.7%	37	90.2%	80	73.4%	117	47.8%			549	62.5%
Male	11	73.3%	4	9.8%	28	25.7%	128	52.2%	4	100.0%	328	37.4%
Age												
14-18							245	100.0%			270	30.8%
19-21					109	100.0%					147	16.7%
22-29	8	53.3%	22	53.7%							153	17.4%
30-44	3	20.0%	16	39.0%					3	75.0%	157	17.9%
45-54	3	20.0%	2	4.9%					1	25.0%	101	11.5%
55-61	1	6.7%	1	2.4%							44	5.0%
62-64											3	0.3%
65 and over											3	0.3%
Race/Ethnicity												
American Indian / Alaskan Native					1	0.9%	3	1.2%			14	1.6%
Asian	3	20.0%	17	41.5%	7	6.4%	42	17.1%			120	13.7%
Black / African American	2	13.3%	2	4.9%	9	8.3%	21	8.6%			66	7.5%
Hawaiian Native / Other Pacific Islander	1	6.7%	4	9.8%	1	0.9%	1	0.4%			19	2.2%
White	2	13.3%	11	26.8%	12	11.0%	35	14.3%	3	75.0%	223	25.4%
Ethnicity Hispanic or Latino	8	53.3%	10	24.4%	79	72.5%	161	65.7%	1	25.0%	484	55.1%
Labor Force Status												
Employed	10	66.7%	27	65.9%	17	15.6%	7	2.9%			166	18.9%
Unemployed	5	33.3%	14	34.1%	92	84.4%	238	97.1%	4	100.0%	712	81.1%
UI Claimant	1	6.7%			1	0.9%			4	100.0%	173	19.7%
UI Exhaustee											40	4.6%
Barriers to Employment												
Disabled	1	6.7%	1	2.4%	6	5.5%	32	13.1%			63	7.2%
Limited English Proficiency			1	2.4%	8	7.3%	9	3.7%			27	3.1%
Single Parent	5	33.3%	10	24.4%	18	16.5%	11	4.5%			134	15.3%
Work Profiling Reemployment Services Referral											21	2.4%
Low Income	11	73.3%	17	41.5%	107	98.2%	240	98.0%			618	70.4%
Displaced Homemaker												
Offender	2	13.3%			9	8.3%	19	7.8%	1	25.0%	45	5.1%
Homeless					3	2.8%	2	0.8%			8	0.9%
Runaway Youth					2	1.8%	6	2.4%			11	1.3%
Pregnant Parenting Youth					37	33.9%	20	8.2%			60	6.8%
Youth Needing Additional Assistance					109	100.0%	243	99.2%			390	44.4%
Basic Literacy Skills Deficient			9	22.0%	96	88.1%	221	90.2%	1	25.0%	544	62.0%
Substance Abuse					4	3.7%	12	4.9%			19	2.2%
Foster Youth					2	1.8%	5	2.0%			11	1.3%



Worknet

Customer Service & Satisfaction Report

For All Locations

February 2008

Merced County Department of Workforce Investment

Daily Sign-ins

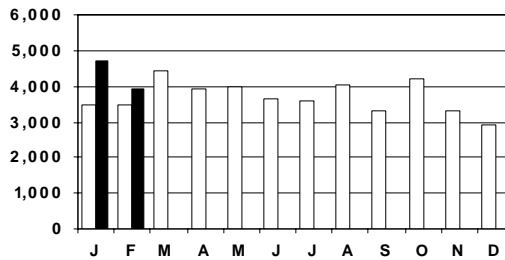
Daily sign-ins for February totaled 3,924, down 792 from the previous month and up 432 from February 2007. Daily sign-ins for the month of February are slightly below the 6 year average.

February's 6 year average: 3,929

2007 annual average: 3,685

**Daily Sign-ins
2007 & 2008**

□ Daily Sign-ins(2007)
■ Daily Sign-ins(2008)



Return Visits

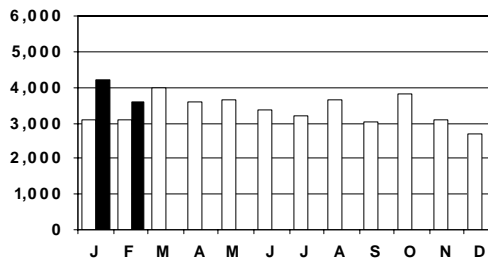
Return visits for February totaled 3,595, down 623 from the previous month and up 504 from February 2007. Return visits for the month of February are below the 6 year average.

February's 6 year average: 3,637

2007 annual average: 3,504

**Returning Visitors
2007 & 2008**

□ Returning Visitors(2007)
■ Returning Visitors(2008)



First Visits

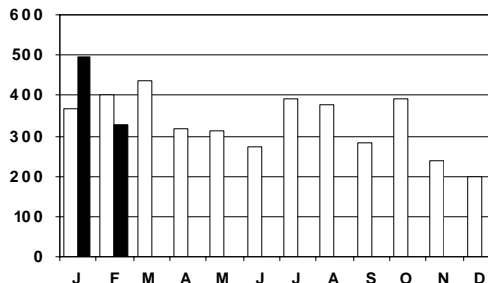
First Visits for February totaled 328, down 169 from the previous month and down 72 from February 2007. First visits for the month of February are above the 6 year average.

February's 6 year average: 291

2007 annual average: 332

**First Visits
2007 & 2008**

□ First Visits(2007)
■ First Visits(2008)



Contents

How did you hear about us?	2
Would you refer our services to others?	2
Customer Satisfaction	3
How our customers used our services	3
Summary Data - All Locations	4
Summary Data - Individual Locations	5
Concerns	6
Suggestions	7

Customer Flow for February 2008

Both Locations

- On average, Wednesdays were the busiest days of the week, averaging 227 customers per day. (Weekly Average: 1,033 customers)

Merced

- Wednesdays were the busiest day of the week, with an average of 137 customers per day. (Weekly Average: 616 customers).

Los Banos

- Tuesdays were the busiest day of the week, with an average of 92 customers per day (Weekly Average: 417 customers).



How did you hear about us?

Responses from first-time visitors

Marketing advertisements for February 2008

** Merced Sun-Star
2/1-2, 6-9, 13-16, 20-23.*

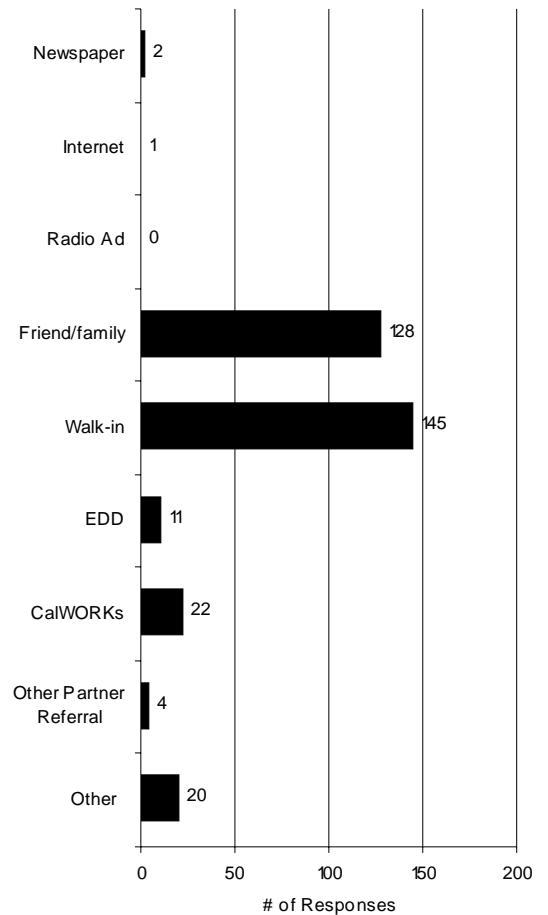
** The Bus
Worknet signs inside buses*

In February, our first time visitors responded most often that they were walk-ins to the Worknet offices, with 145 customers providing this response.

(As of July 2007, we are now asking this question of our first-time visitors. Previously, we tracked the same information through responses clients provided on Customer Satisfaction surveys.)

How Did You Hear About Us?

■ Feb-08



97.5 percent of our customers responding would refer our services to others

Would you refer our services to others?

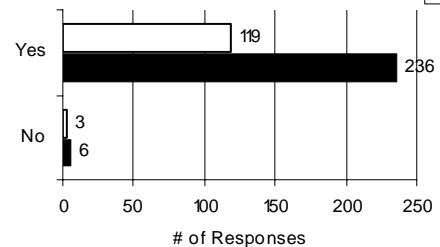
Of those responding to this question, 97.5 percent of our customers would refer our services to others.

PY 05/06 annual average: 98.78%

PY 06/07 annual average: 98.36%

Would you refer our services to others?

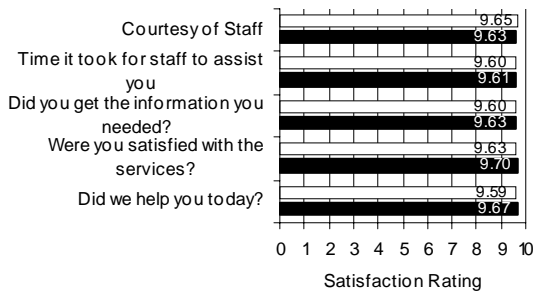
□ Feb-07
■ Feb-08





Customer Satisfaction

□ Feb-07
 ■ Feb-08



Customer Satisfaction Ratings

We received 247 surveys with responses to customer satisfaction questions in the month of February.

Consistently we see overall ratings for all questions in this category to be greater than 9.5 out of 10.

Nine questionnaires contained a response of 5 or less.

“Consistently we see overall ratings for all questions in this category to be greater than 9.5 out of 10.”

Return Rate For Customer Satisfaction Survey

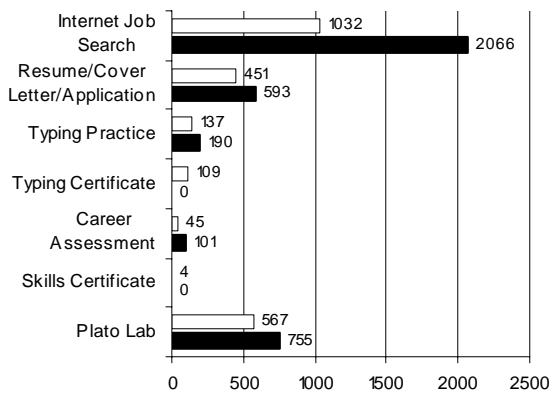
Both Locations: 6.3%

Merced: 6.0%

Los Banos: 6.7%

What Did Our Customer Use? Computer Services

□ Feb-07
 ■ Feb-08



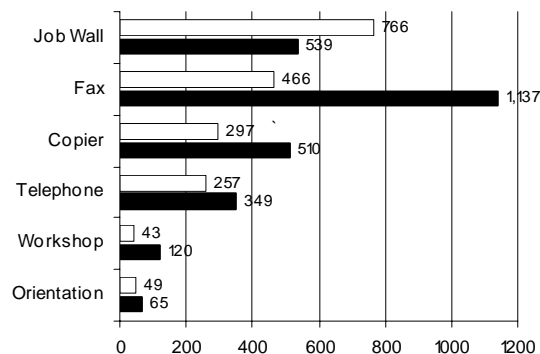
Computer related services are always the ones most used by our customers, with customers using one or more such services 3,059 times in February.

Internet Job Search and Plato Lab were our most accessed computer services.

1,137 customers used our Fax service at Worknet in the month of February.

What Did Our Customer Use? Non-Computer Services

□ Feb-07
 ■ Feb-08



Fax and Job Wall were the most used non-computer related services. Copier and Telephone were the next most used services under this category.



Customer Service/Satisfaction Summary Data - Both Locations

	Feb-07	Dec-07	Jan-08	Feb-08
Return Visits	3,092	2,700	4,219	3,596
First Visits	400	199	497	328
Total Visits	3,492	2,899	4,716	3,924
How did you hear about us? - responses from first-time visitors beginning July 2007				
Newspaper		1	3	2
Internet		1	0	1
Radio Ad		1	1	0
Friend/family		144	222	128
Walk-in		27	198	145
EDD		16	29	11
CalWORKs		1	7	22
Other Partner Referral		5	8	4
Other		10	21	20
What did our customers use?				
Internet Job Search	1,032	1,550	2,551	2,066
Resume/Cover Letter/Application	451	375	701	593
Typing Practice	137	115	223	190
Typing Certificate	109	46	49	0
Career Assessment	45	113	106	101
Job Wall	766	313	537	539
Fax	466	807	1,285	1,137
Copier	297	414	590	510
Telephone	257	203	344	349
Skills Certificate	4	12	19	0
Plato Lab	567	491	766	755
Workshop	43	59	219	120
Orientation	49	65	87	65
Customer Satisfaction				
Courtesy of Staff	9.65	9.62	9.58	9.63
Time it took for staff to assist you	9.60	9.70	9.58	9.61
Did you get the information you needed?	9.60	9.72	9.58	9.63
Were you satisfied with the services?	9.63	9.63	9.58	9.70
Did we help you today?	9.59	9.56	9.58	9.67
Would you refer our services to others?				
Yes	119	156	271	236
No	3	4	3	6



Customer Service/Satisfaction Summary Data - Individual Locations

Number of Signins																					
Day of the Week	F	M	T	W	TH	F	M	W	TH	F	T	W	TH	F	M	T	W	TH	F		
Date	1	4	5	6	7	8	11	13	14	15	19	20	21	22	25	26	27	28	29	Total	
Los Banos	87	77	77	69	82	82	70	115	100	88	108	91	77	84	85	90	81	50	72	1585	
Merced	128	122	122	121	111	109	140	151	102	117	147	144	117	85	144	135	134	77	133	2339	
Total	215	199	199	190	193	191	210	266	202	205	255	235	194	169	229	225	215	127	205	3924	
Who were our visitors				Merced					Los Banos					Both Locations							
Return Visits						2,109					1,487					3,596					
First Visits						230					98					328					
Daily Signins						2,339					1,585					3,924					
How did you hear about us?																					
Newspaper						1					1					2					
Internet						1					0					1					
Radio Ad						0					0					0					
Friend/family						51					77					128					
Walk-in						131					14					145					
EDD						5					6					11					
CalWORKs						22					0					22					
Other Partner Referral						4					0					4					
Other						20					0					20					
What did our customers use?																					
Internet Job Search						1,433					633					2,066					
Resume / Cover Letter / Application						470					123					593					
Typing						133					57					190					
Typing Certificate						0					0					0					
Career Assessment						48					53					101					
Job Wall						400					139					539					
Fax						835					302					1,137					
Copier						409					101					510					
Telephone						262					87					349					
Skills Certificate						0					0					0					
Plato Lab						108					647					755					
Workshop						35					85					120					
Orientation						51					14					65					
Customer Satisfaction																					
Courtesy of Staff						9.41					9.92					9.63					
Time it took for staff to assist you						9.38					9.92					9.61					
Did you get the information you needed?						9.40					9.92					9.63					
Were you satisfied with the services?						9.54					9.91					9.70					
Did we help you today?						9.49					9.92					9.67					
Would you refer our services to others?																					
Yes						131					105					236					
No						6					0					6					



Suggestions

They are even better than before.
Extend your hand out to consider somebody need to fine work and take more time helping poeple
Personal service for unanswered questions.
Keep up the good work!
Obtain the weekend Merced Sun Star
No, you are doing just fine.
Take a look at resumes to make sure they are leaving more porfessional.
need bigger office
no, it was very helpful as is
everything is fine
everything is fine
no, everything is fine
need more computers
everything you offer is helpful
need bigger office
need snack vending machine
very helpful
at least 1 or 2 more evening classes
staff very friendly
staff works very hard
more computers
None, great job!
More computers
Help get verification from ex-employers get employees release so you can help get at the truth.
Allow for housing searches on internet should a person be required to relocte for a job
More job offers
More computers
At least one more evening plato class at night.
Everything is fine.
Smile more
Look for the newcommer anticipate
Your service were great
Everything is perfect
No, everything was perfect
Not at this time, everything's great
Keep doing what you do.
New jobs everyday.
Your doing great
Every service is perfect
Not really, its great
Give me a job here



Concerns

do not combine pesco and plato
need bigger place
don't combine pesco and plato together
Move computers
Some old employers delt very falsly with and are yet causing employees problems.
Copies of weekend job opportunities for Merced Sun Star
All concerns/issues have been addresssed by the current services rprovided, thank
No, thank you
Let us know about programs
Not at this time, everythings great
Your helpingme on what I need to get a job.
Looking for more schooling.
No, you had what I needed

**BEFORE THE BOARD OF SUPERVISORS
OF THE COUNTY OF MERCED, STATE OF CALIFORNIA**

In the Matter of)
)
SUPPORTING THE BUSINESS-EDUCATION ALLIANCE)
OF MERCED COUNTY (BEAM)) **RESOLUTION NO. 2008-35**

BE IT RESOLVED that the Board of Supervisors of the County of Merced hereby:

WHEREAS, the Merced County Board of Supervisors recognizes that quality preschool programs boost achievement in school and in later life and leads to long term outcomes including higher academic grades, graduation rates and income; and,

WHEREAS, this Business-Education Alliance of Merced County (BEAM) is a partnership of committed business, education, government, and community leaders who support education, workforce development and economic growth in Merced County; and,

WHEREAS, supporting quality preschool has been proven to prevent crime and be one of the best tools to ensure a strong, competitive workforce that will yield – more qualified job applicants, increased job retention, improved job performance, lower employee turnover, and reduce employee absenteeism for businesses; and,

WHEREAS, supporting quality preschool programs is found to be among strategies proven to positively curb high school dropout rates.

NOW, THEREFORE BE IT RESOLVED that we, the Merced County Board of Supervisors on this 25th day of March 2008, hereby supports the Business-Education Alliance of Merced County (BEAM) initiative to promote quality preschool access to Merced County residents.

I, **DEMITRIOS TATUM**, Clerk of the Board of Supervisors of the County of Merced, do hereby certify that the foregoing Resolution was regularly introduced, passed and adopted by said Board at a regular meeting thereof held on the 25th day of March, 2008 by the following vote:

SUPERVISORS

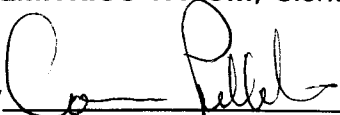
AYES: Kathleen M. Crookham, John Pedrozo, Deidre F. Kelsey, Jerry O'Banion

NOES: None

ABSENT: Mike Nelson

Witness my hand and the Seal of this Board this 25th day of March, 2008.

DEMITRIOS TATUM, Clerk

By 
Deputy