

**Workforce Investment Board of Merced County
Quality Assurance Committee
Los Banos Worknet Employment Resource Center
800 7th Street, Los Banos, CA
Friday, April 28, 8:30-9:30 a.m.
Meeting Agenda**



www.co.merced.ca.us/wi/wib/wib.html

-
1. Call to Order and Roll Call
 2. Approval of Agenda
 3. Approval of Minutes (March 31, 2006)
 4. Public Opportunity to Speak
 5. Action Agenda
 - a. Affiliate Site Visit and Certification
 6. Information/Discussion
 - a. Strategic Score Card
 - b. Participant Data Reports – March 2006
 - c. Customer Service and Satisfaction Reports – March 2006
 - d. Quick Look - Labor Market Review - February 2006
 7. Chair Comments
 8. Next Meeting Date/Time – May 26, 2006, 7:30 a.m.
 9. Adjourn

Workforce Investment Board of Merced County
Quality Assurance Committee
Dept of Workforce Investment Small Conference Rm
1880 W. Wardrobe Ave, Merced, CA
March 30, 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), Carole Roberds (Vice Chair), Steve Tinetti

Members Absent: Terry Nichols

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

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: It was *M/S/C Tinetti/Roberds* to approve the agenda as published.

3. Approve Minutes (January 27, 2006): It was *M/S/C Roberds/Nichols* to approve the January 27, 2006 minutes.

4. Public Opportunity to Speak: None

5. Action Agenda:

a. Affiliate Site Certification: Staff provided pamphlets for review on certification of the Worknet Employment Resource Center in Los Banos. A site visit will be made in April.

It was *M/S/C Roberds/Tinetti* to meet in Los Banos on April 28, 2006, at 8:30 a.m., to tour the Worknet Employment Resource Center.

b. Strategic Scorecard: Staff reviewed and discussed measures assigned to the Quality Assurance Committee through the WIB Strategic Scorecard.

c. Proposed Performance Measures 2005/2006: Staff reviewed the proposed State's WIA Performance Measures levels for 2005/2006.

It was *M/S/C Roberds/Tinetti* to accept the proposed State's WIA Performance Measures levels for 2005/2006.

6. Information/Discussion:

a. Performance Measures – 2nd Quarter PYOS: Staff reviewed data and answered specific questions.

b. Participant Data Reports – January/February 2006: Staff reviewed data and answered specific questions.

c. WIB Customer Satisfaction Reports – January/February 2006: Staff reviewed data and answered specific questions.

d. Merced County Labor Force and Industrial Employment Report, January 2006: Staff reviewed data and answered specific questions.

7. Chair Comments: The Chair thanked everyone for coming. He gave a review of topics covered at the NAWB Forum 2006 in Washington DC.

8. Next Meeting Date & Time: The next meeting will be April 28, 2006, 8:30 a.m., Worknet Employment Resource Center, 800 7th Street, Los Banos.

9. Adjourn: The meeting adjourned at 9:10 a.m.

Minutes prepared by Debby Hoban.

TO: Quality Assurance

DATE: 04/28/06

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Affiliate Site Certification

PROPOSED MOTION(S): Complete the site visit to the Los Banos Employment Resource Center and recommend a two year Affiliate Site Certification to the WIB.

DISCUSSION: On January 27, 2006, the Los Banos Worknet Employment Resource Center requested that the Quality Assurance Committee begin the process to certify the Center as an Affiliate One-Stop Site. During the Quality Assurance Committee's March 2006 meeting, the Center presented its formal application for certification.

A site visit will take place April 28, 2006.

ATTACHMENT(S): Application

Worknet

**of Merced County
Employment Resource Center**

800 7th 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 7th Street
Los Banos, CA 93635
Phone: 209-826-7241
Fax: 209-826-3751

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Brian Cutler, Supervising E & T Specialist
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Authorized Signature:

Signature: **Joanne Presnell**, Assistant Director

Date: _____

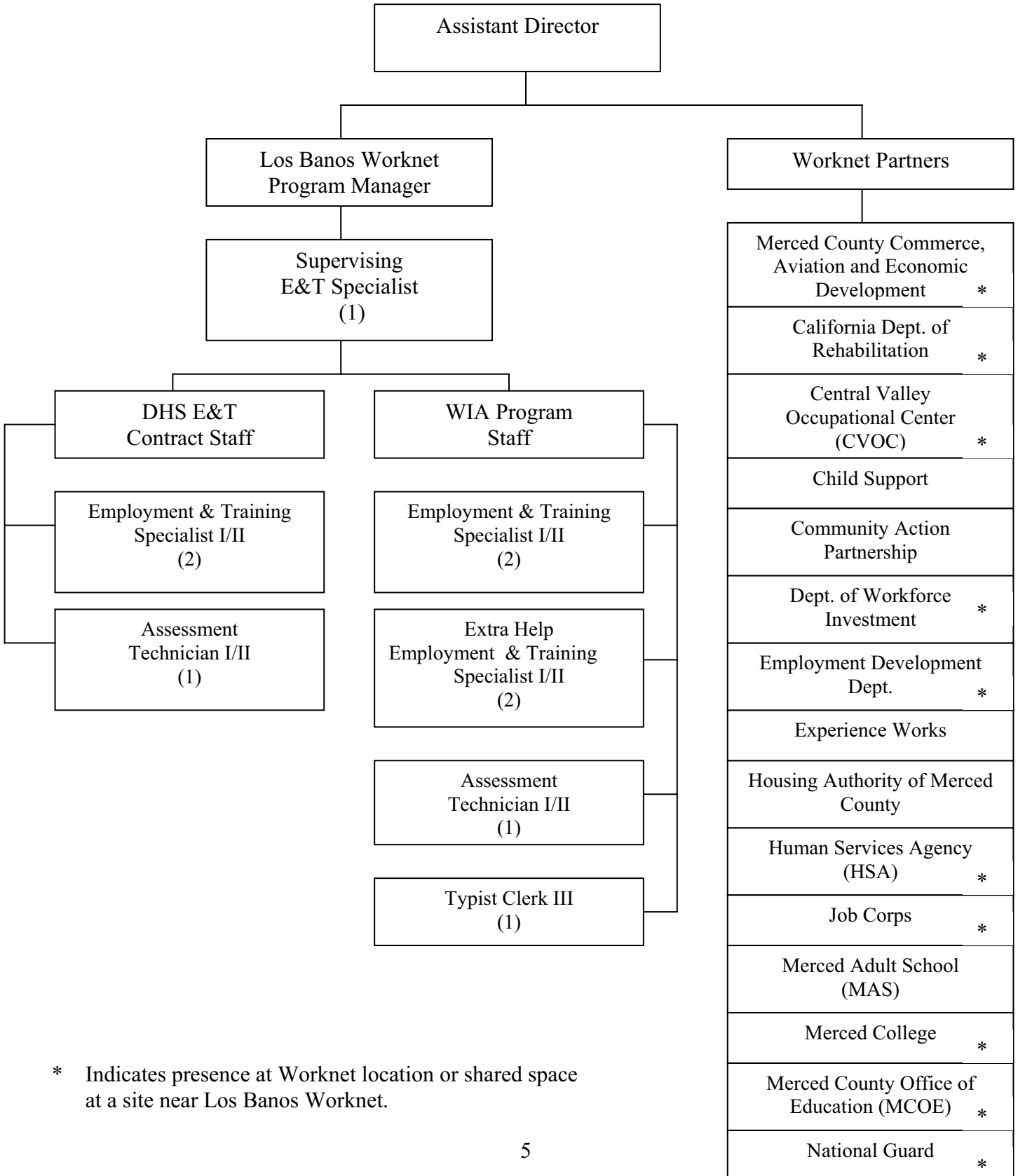
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Glossary

ADA	American with Disabilities
BOS	Board of Supervisors
DOL	Department of Labor
Dept of WI	Department of Workforce Investment
EDD	Employment Development Department
EOO	Equal Opportunity Officer
ERC	Employment Resource Center
ETPL	Eligible Training Provider List
GED	General Education Diploma
IT	Information Technology
JTPA	Job Training Partnership Act
LMI	Local Market Information
MCOE	Merced County Office of Education
MIS	Management Information System
OOR	Occupational Outlook Report
PITD	Private Industry Training Department
ROP	Regional Occupation Program
SAGE	System of Assessment and Group Evaluation
UI	Unemployment Insurance
WIA	Workforce Investment Act
WIB	Workforce Investment Board
WLT	Worknet Leadership Team
WtW	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 Peysner 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) 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: 4/28/06

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"> Numbers 	Planned vs. Actual	Participant Reports	Quarterly	QA
<ul style="list-style-type: none"> Demographics White – 46.7% Hispanic – 32.4% Asian - 6.8% African Amer _ 3.8% Amer Indian _ 1.2% Pacific Isl _ 0.2% Others _ 8.9% 	Participants vs. Merced Co. Demographics	Participant Reports	Biannually (Jul/ Jan)	QA
<ul style="list-style-type: none"> Performance Measures 	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"> Audits 	Zero Findings	County Audit	Annually (May)	QA
<ul style="list-style-type: none"> Monitoring 	Zero Findings	EDD Monitoring WI Monitoring	Annually Biannually	QA
<ul style="list-style-type: none"> Youth Quarterly Program Reports 				
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"> • Pilot Program in a specific Industry cluster (offering career ladders or move up strategy) • Quality Controls • Productivity 	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"> • Obligations • Accruals (Expenses) • Encumbrances • By funding source • By service • Plan vs. Actual 	<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 & 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

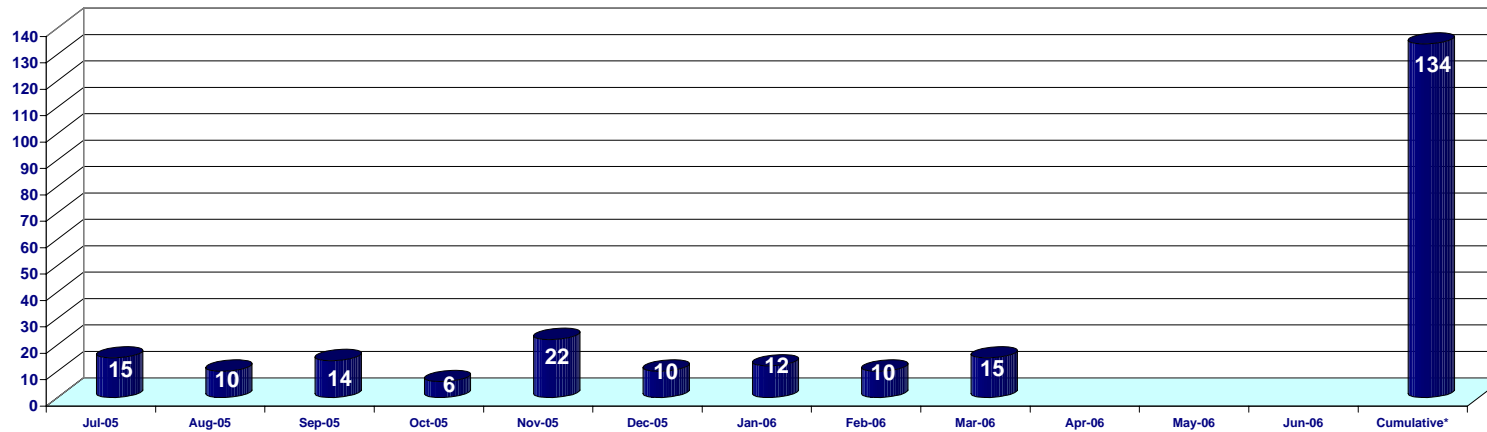
YC - Youth Council

WIA PARTICIPANT SUMMARY REPORT - ADULT
PY 2005/2006
Report Range 07/2005 to 03/2006

	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				
Total Participants	188	198	212	187	209	219	208	225	256					307	317	96.8%
Participants Carried In	173	188	198	181	187	209	201	215	241					173	223	77.6%
New Participants Entering Grant	15	10	14	6	22	10	12	10	15					134	94	142.6%
Total Participants Exiting WI			31			20			36					87	133	65.4%
Entered Unsubsidized Employment			20			16			22					58	98	59.2%
Training Related			15			5			11					31	63	49.2%
Entered Military Service						0			0					0		
Entered Qualified Apprenticeship Program			0			0			0					0		
Entered Post-Secondary Education			0			0			0					0		
Entered Advanced Training			0			0			0					0		
Attained Recognized Certificate/Diploma/Degree			18			8			14					40		
Attained High School Diploma/GED			0			0			0					0		
Returned to Secondary School (Youth Only)			0			0			0					0		
Exits Excluded from Performance			2			0			1					3		
Other Exits			27			17			26					70	79	88.6%

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	256					307	317	96.8%
Intensive Services	172	181	194	172	193	202	123	208	230					274	170	161.2%
Training Services	76	90	99	89	97	105	64	117	126					143	100	143.0%
Youth Services	0	0	0	0	0	0	0	0	0					0		
Concurrent Program Participants	10	12	14	13	14	14	9	18	29					32		
Individual Training Accounts	5	5	5	5	5	5	2	5	5					5		
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0	0	0					0		

WIA Participant Summary - Adult
New Participants Entering Grant
PY 2005/06



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 - DISLOCATED WORKER

PY 2005/2006

Report Range 07/2005 to 03/2006

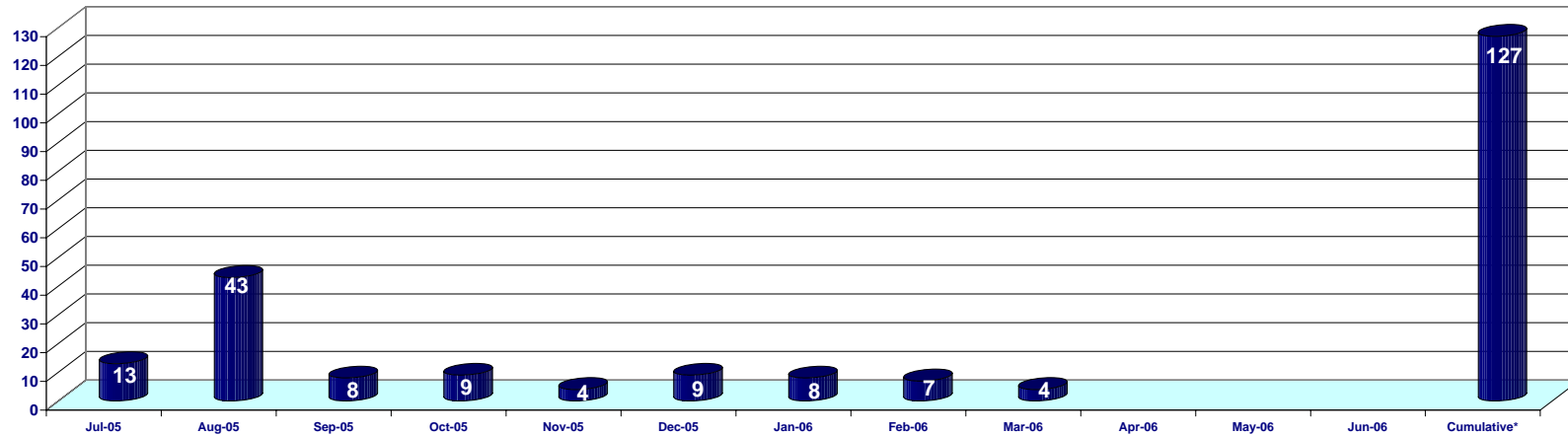
	DISLOCATED WORKER												Cumulative*	Part. Plan PY 04/05	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06				
Total Participants	135	178	186	179	183	192	190	211	221					249	224	111.2%
Participants Carried In	122	135	176	170	179	183	182	204	217					122	161	75.8%
New Participants Entering Grant	13	43	8	9	4	9	8	7	4					127	63	201.6%
Total Participants Exiting WI			16			12			44					72	72	100.0%
Entered Unsubsidized Employment			14			11			35					60	54	111.1%
Training Related			9			5			12					26	28	92.9%
Entered Military Service			0			0			0					0		
Entered Qualified Apprenticeship Program			0			0			0					0		
Entered Post-Secondary Education			0			0			0					0		
Entered Advanced Training			0			0			0					0		
Attained Recognized Certificate/Diploma/Degree			11			5			16					32		
Attained High School Diploma/GED			0			0			0					0		
Returned to Secondary School (Youth Only)			0			0			0					0		
Exits Excluded from Performance			0			0			0					0		
Other Exits			15			11			40					66	55	120.0%

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	220					248	224	110.7%
Intensive Services	117	156	163	160	160	169	172	184	194					219	154	142.2%
Training Services	48	49	51	46	46	47	54	58	65					75	84	89.3%
Youth Services	0	0	0	0	0	0	0	0	0					0		
Concurrent Program Participants	18	53	57	65	65	68	65	76	78					82		
Individual Training Accounts	7	7	7	6	6	6	7	7	7					8		
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0	0	0					0		

WIA Participant Summary - Dislocated Worker

New Participants Entering Grant

PY 2005/06



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.

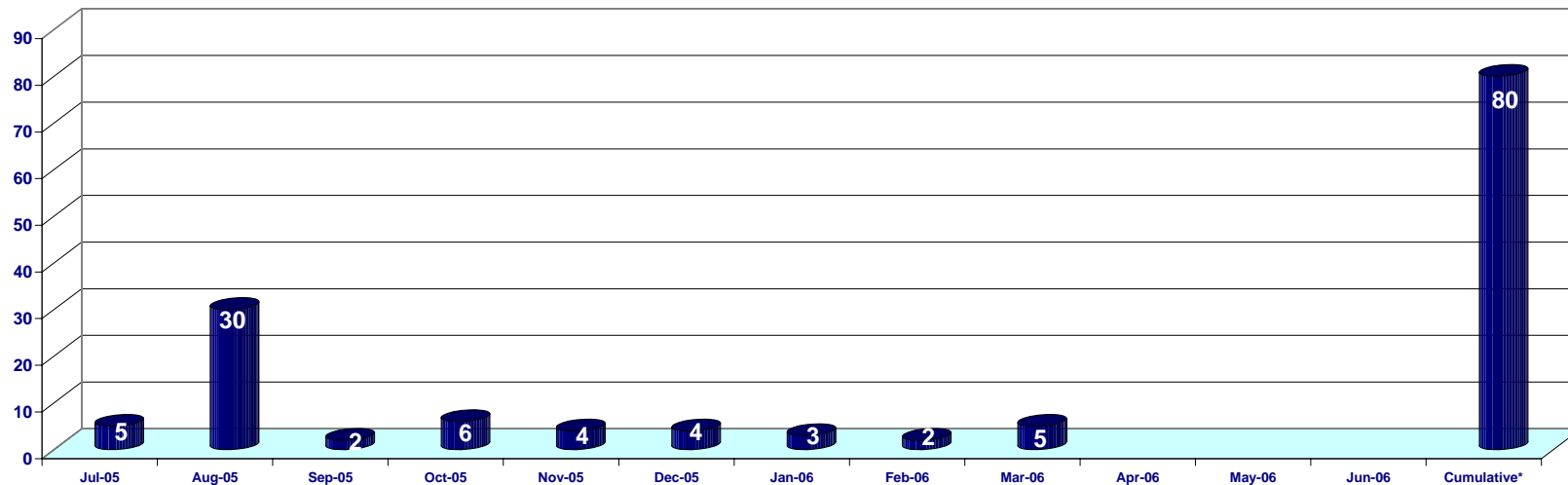
*Cumulative total reflect totals from first of fiscal year to current report range and will not total monthly totals.

WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER AUGMENTATION
PY 2005/2006
Report Range 07/2005 to 03/2006

	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*
Total Participants	5	35	37	43	47	51	55	69	79				80
Participants Carried In	0	5	35	37	43	47	52	67	74				0
New Participants Entering Grant	5	30	2	6	4	4	3	2	5				80
Total Participants Exiting WI						1			4				5
Entered Unsubsidized Employment						1			4				5
Training Related									2				2
Entered Military Service									0				0
Entered Qualified Apprenticeship Program									0				0
Entered Post-Secondary Education									0				0
Entered Advanced Training									0				0
Attained Recognized Certificate/Diploma/Degree									2				2
Attained High School Diploma/GED									0				0
Returned to Secondary School (Youth Only)									0				0
Exits Excluded from Performance									0				0
Other Exits						1			4				5

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	70				71
Intensive Services	5	3	35	40	41	43	45	49	57				58
Training Services									4				4
Youth Services									0				0
Concurrent Program Participants	5	34	36	42	45	49	51	63	67				68
Individual Training Accounts									0				0
Goals Set (Younger Youth Only)									0				0

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



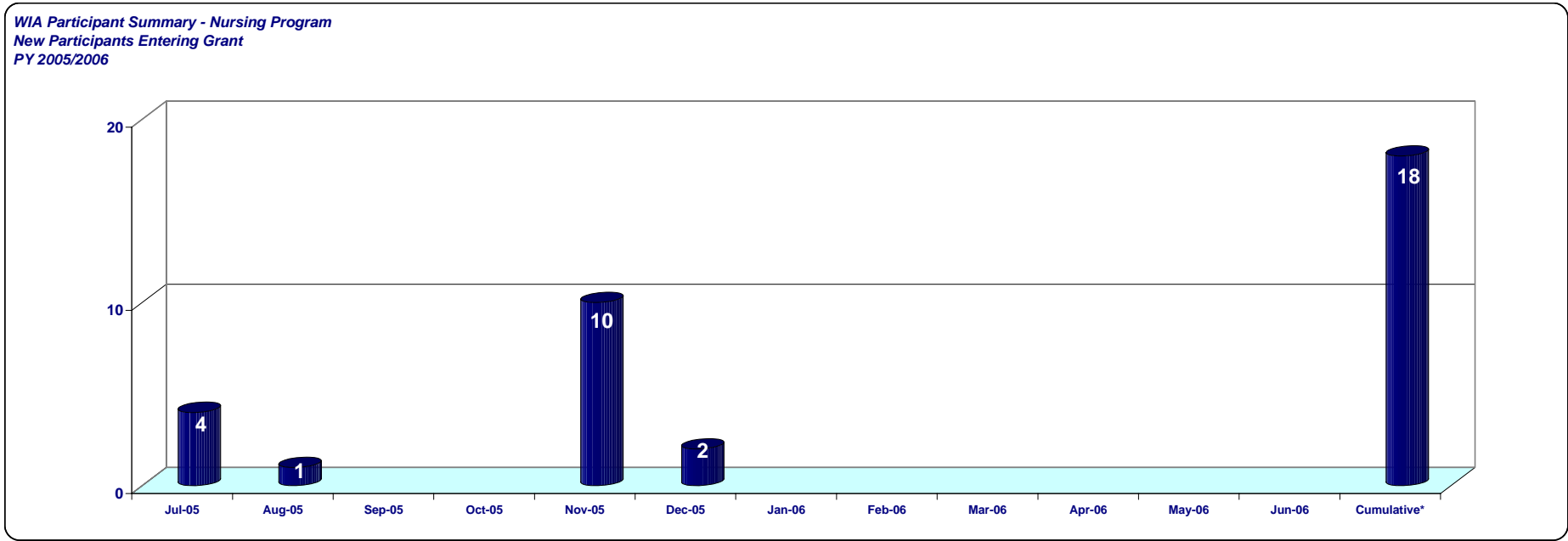
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WIA PARTICIPANT SUMMARY REPORT - Nursing Program
PY 2005/2006
Report Range 07/2005 to 03/2006

	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*
Total Participants	30	31	31	31	41	43	44	44	44				44
Participants Carried In	26	30	31	31	31	41	44	44	44				26
New Participants Entering Grant	4	1			10	2							18
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-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	25				25
Intensive Services	27	28	28	28	38	39	40	40	40				40
Training Services	18	22	22	22	24	27	29	29	29				29
Youth Services													0
Concurrent Program Participants	5	5	5	5	5	5	6	6	6				6
Individual Training Accounts													0
Goals Set (Younger Youth Only)													



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WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH

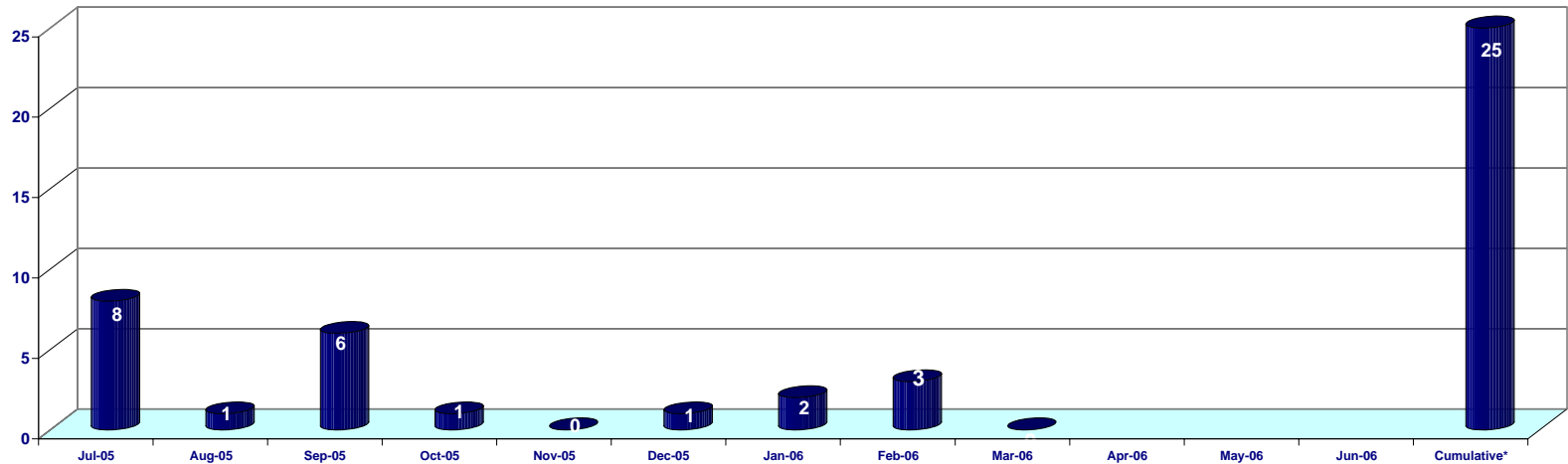
PY 2005/2006

Report Range 07/2005 to 03/2006

	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				
Total Participants	164	165	171	159	159	160	154	151	151					181	413	43.8%
Participants Carried In	156	164	165	158	159	159	152	148	151					156	378	41.3%
New Participants Entering Grant	8	1	6	1	0	1	2	3	0					25	35	71.4%
Total Participants Exiting WI			13			4								30	40	75.0%
Entered Unsubsidized Employment			12			3								21	33	63.6%
Training Related			7			1								10	15	66.7%
Entered Military Service						1								1		
Entered Qualified Apprenticeship Program																
Entered Post-Secondary Education						1								2	1	200.0%
Entered Advanced Training																
Attained Recognized Certificate/Diploma/Degree			10			3								20	10	200.0%
Attained High School Diploma/GED						1								3		
Returned to Secondary School (Youth Only)																
Exits Excluded from Performance																
Other Exits			13			4								30	15	200.0%

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	131					156		
Training Services	113	114	117	110	110	110	106	106	105					126		
Youth Services	159	160	166	154	154	155	149	147	147					176		
Concurrent Program Participants	65	65	70	64	64	65	63	61	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.

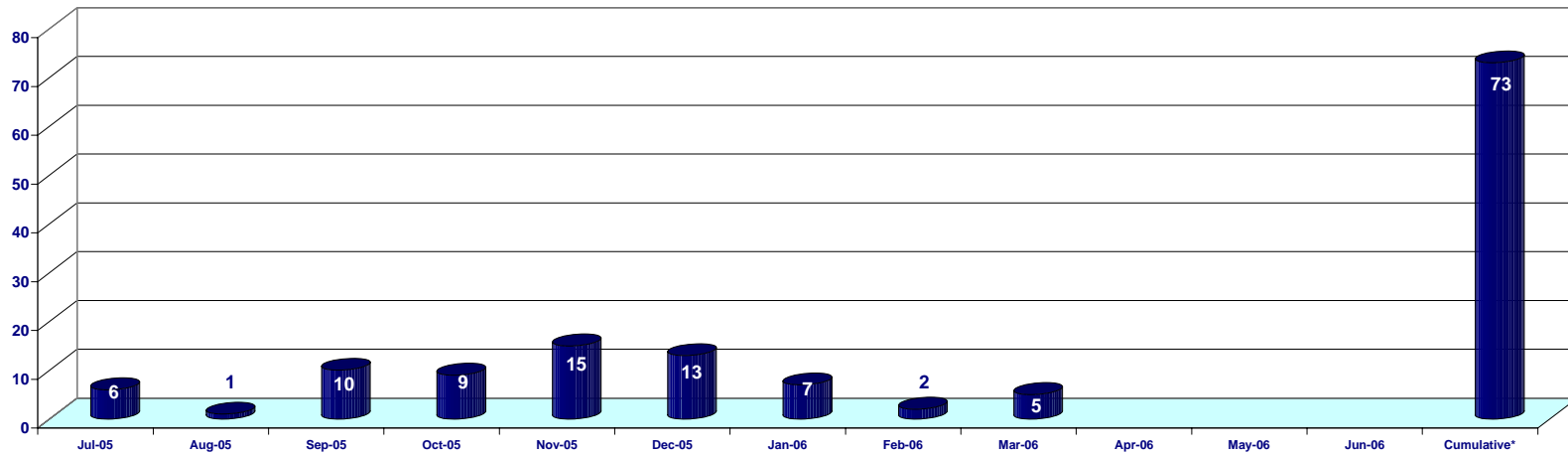
*Cumulative total reflect totals from first of fiscal year to current report range and will not total monthly totals.

WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH
PY 2005/2006
Report Range 07/2005 to 03/2006

	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*
Total Participants	583	584	594	477	492	505	498	494	500				650	834	77.9%
Participants Carried In	577	583	584	468	477	492	491	492	495				577	819	70.5%
New Participants Entering Grant	6	1	10	9	15	13	7	2	5				73	15	486.7%
Total Participants Exiting WI			126			6			5				155	215	72.1%
Entered Unsubsidized Employment			15			1			1				27	80	33.8%
Training Related			19			1			1				27	20	135.0%
Entered Military Service			0			0			0				0	8	0.0%
Entered Qualified Apprenticeship Program			0			0			0				0		
Entered Post-Secondary Education			70			2			1				75	130	57.7%
Entered Advanced Training			2			0			0				3	5	60.0%
Attained Recognized Certificate/Diploma/Degree			110			5			3				130		
Attained High School Diploma/GED			108			5			3				123	150	82.0%
Returned to Secondary School (Youth Only)			9			1			2				13	15	86.7%
Exits Excluded from Performance			1			0			0				2		
Other Exits			124			6			5				152	26	584.6%

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	96				112			
Training Services	79	79	83	77	79	79	76	74	74				86			
Youth Services	582	584	594	477	505	492	498	494	500				650			
Concurrent Program Participants	374	375	385	305	323	313	318	317	319				425			
Individual Training Accounts													0			
Goals Set (Younger Youth Only)	12	17	38	48	31	60	55	127	52				433	389	111.3%	

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: 4/21/2006

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	41	49			66	67	107	116	223
	11 STAFF ASSIST JOB DEVELOP	12	3			4	13	16	16	32
	12 STAFF ASSIST JOB REFER	14	5			11	20	25	25	50
	13 STAFF ASSIST JOB SRCH	38	29			28	38	66	67	133
	14 STAFF ASSIST WRKSHP	3				1		4		4
	15 OTHER CORE SERVICES	9	1			8	3	17	4	21
	16 NON WIA FUNDED SERVICES									
	17 CO-ENROLLED CORE SERVICES									
20 HURRICANE KATRINA										
INTENSIVE	30 CASE MGMNT FOR PARTIC	95	89	33	180	103	60	231	329	560
	31 COMPREHENSIVE ASSESSMNTS	8				8	11	16	11	27
	32 DEVELOP INDIV EMPL PLAN	17	1		1	12	3	29	5	34
	33 GROUP COUNSELING									
	34 EMPL EXPERIENCE			7	17			7	17	24
	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			1	3	2	5	7
41 NONWIA FUND INTENS SRVCS										
42 CO-ENROLLED INTENSIVE SRVCS										
TRAINING	50 ADULT EDUCATION			2	27			2	27	29
	51 CUSTOMIZED TRAINING		1						1	1
	52 ENTREPRENEURIAL TRAINING									
	53 JOB READINESS TRAINING			5	3			5	3	8
	54 OCCUP SKILLS TRAINING	22	27	13	62	15	6	50	95	145
	55 ON THE JOB TRAINING	19				3		22		22
	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			16	6	39	29	68	
61 CO-ENROLLED TRAINING SRVCS										
YOUTH	70 SUMMER RELATED			1	2			1	2	3
	71 EDUCATNL ACHVMNT SRVCS			103	483			103	483	586
	72 EMPLOYMENT SERVICES			36	156			36	156	192
	73 CITIZEN LEADERSHIP SRVCS									
	74 OTHER YOUTH SERVICES									
	75 NONWIA FUNDED YOUTH SRVCS									
76 CO-ENROLLED YOUTH SRVCS										
MISC.	80 OTHER JTPA									
	81 SUPPORTIVE SERVICES	109	73		12	103	52	212	137	349
	82 NEEDS RELATED PAYMENT									
	83 BREAK IN SERVICE						1		1	1
	84 NON-WIA FUNDED MISC									
	85 CO-ENROLLED MISCELLANEOUS									
	86 BRK IN SERV - HEALTH/MED	1						1		1
	TOTAL	412	303	200	943	379	283	991	1529	2520

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WIA PARTICIPANT CHARACTERISTICS SUMMARY
 Report Period: 7/2005 to 03/2006

	ENROLLED											
	ADULT		DISLOCATED WORKER		DW AUGMEN		NURSING PROGRAM		OLDER YOUTH		YOUNGER YOUTH	
	#	%	#	%	#	%	#	%	#	%	#	%
Total	307	100.0%	249	100.0%	80	100.0%	44	100.0%	181	100.0%	650	100.0%
Female	224	73.0%	166	66.7%	70	87.5%	35	79.5%	129	71.3%	345	53.1%
Male	83	27.0%	83	33.3%	10	12.5%	9	20.5%	52	28.7%	305	46.9%
Age												
14-18	4	1.3%	0	0.0%	0	0.0%	1	2.3%	0	0.0%	650	100.0%
19-21	40	13.0%	5	2.0%	0	0.0%	5	11.4%	181	100.0%	0	0.0%
22-29	108	35.2%	49	19.7%	5	6.3%	16	36.4%	0	0.0%	0	0.0%
30-44	105	34.2%	101	40.6%	36	45.0%	19	43.2%	0	0.0%	0	0.0%
45-54	39	12.7%	69	27.7%	27	33.8%	3	6.8%	0	0.0%	0	0.0%
88-61	10	3.3%	21	8.4%	10	12.5%	0	0.0%	0	0.0%	0	0.0%
62-64	1	0.3%	2	0.8%	1	1.3%	0	0.0%	0	0.0%	0	0.0%
65 and over	0	0.0%	2	0.8%	1	1.3%	0	0.0%	0	0.0%	0	0.0%
Race/Ethnicity												
American Indian / Alaskan Native	6	2.0%	9		3		0		2		8	
Asian	27	8.8%	17	6.8%	8	10.0%	2	4.5%	28	15.5%	130	20.0%
Black / African American	21	6.8%	18	7.2%	9	11.3%	1	2.3%	14	7.7%	52	8.0%
Hawaiian Native Other Pacific Islander	7	2.3%	6	2.4%	0	0.0%	0	0.0%	1	0.6%	4	0.6%
White	108	35.2%	81	32.5%	20	25.0%	26	59.1%	23	12.7%	104	16.0%
Ethnicity Hispanic or Latino	144	46.9%	131	52.6%	43	53.8%	16	36.4%	115	63.5%	382	58.8%
Labor Force Status												
Employed	130	42.3%	13	5.2%	1	1.3%	25	56.8%	29	16.0%	23	3.5%
Unemployed	177	57.7%	236	94.8%	79	98.8%	19	43.2%	152	84.0%	627	96.5%
UI Claimant	31	10.1%	197	79.1%	68	85.0%	2	4.5%	3	1.7%	1	0.2%
UI Exhaustee	14	4.6%	28	11.2%	4	5.0%	0	0.0%	1	0.6%	0	0.0%
Barriers to Employment												
Disabled	3	1.0%	1	0.4%	0	0.0%	1	2.3%	12	6.6%	142	21.8%
Limited English Proficiency	5	1.6%	7	2.8%	0	0.0%	0	0.0%	13	7.2%	54	8.3%
Single Parent	83	27.0%	44	17.7%	10	12.5%	19	43.2%	31	17.1%	20	3.1%
Work Profiling Reemployment Services Referral	8	2.6%	15	6.0%	2	2.5%	0	0.0%	0	0.0%	0	0.0%
Low Income	171	55.7%	85	34.1%	20	25.0%	21	47.7%	179	98.9%	616	94.8%
Displaced Homemaker	1	0.3%	0	0.0%	0	0.0%	0	0.0%	1	0.6%	0	0.0%
Offender	18	5.9%	7	2.8%	2	2.5%	2	4.5%	13	7.2%	45	6.9%
Homeless	3	1.0%	3	1.2%	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	26.5%	42	6.5%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	0	0.0%	0	0.0%	178	98.3%	644	99.1%
Basic Literacy Skills Deficient	116	37.8%	103	41.4%	11	13.8%	9	20.5%	168	92.8%	613	94.3%
Substance Abuse	1	0.3%	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%

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WIA PARTICIPANT CHARACTERISTICS SUMMARY
 Report Period: 7/2005 to 03/2006

	EXITED											
	ADULT		DISLOCATED		DW		NURSING		OLDER YOUTH		YOUNGER YOUTH	
	#	%	#	%	#	%	#	%	#	%	#	%
Total	87	100.0%	72	100.0%	5	100.0%	0	100.0%	30	100.0%	155	100.0%
Female	66	75.9%	41	56.9%	5	100.0%			21	70.0%	83	53.5%
Male	21	24.1%	31	43.1%	0	0.0%			9	30.0%	72	46.5%
Age												
14-18	0	0.0%	0	0.0%	0	0.0%			0	0.0%	155	100.0%
19-21	8	9.2%	2	2.8%	0	0.0%			30	100.0%	0	0.0%
22-29	32	36.8%	18	25.0%	0	0.0%			0	0.0%	0	0.0%
30-44	36	41.4%	32	44.4%	4	80.0%			0	0.0%	0	0.0%
45-54	10	11.5%	12	16.7%	1	20.0%			0	0.0%	0	0.0%
88-61	1	1.1%	7	9.7%	0	0.0%			0	0.0%	0	0.0%
62-64	0	0.0%	1	1.4%	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%
Race/Ethnicity												
American Indian / Alaskan Native	3	3.4%	4	5.6%	1	20.0%			0	0.0%	1	0.6%
Asian	12	13.8%	4	5.6%	1	20.0%			4	13.3%	22	14.2%
Black / African American	8	9.2%	6	8.3%	1	20.0%			1	3.3%	12	7.7%
Hawaiian Native Other Pacific Islander	1	1.1%	4	5.6%	0	0.0%			0	0.0%	1	0.6%
White	26	29.9%	23	31.9%	0	0.0%			3	10.0%	22	14.2%
Ethnicity												
Hispanic or Latino	39	44.8%	36	50.0%	3	60.0%			22	73.3%	98	63.2%
Labor Force Status												
Employed	35	40.2%	9	12.5%	0	0.0%			6	20.0%	8	5.2%
Unemployed	52	59.8%	63	87.5%	5	100.0%			24	80.0%	147	94.8%
UI Claimant	6	6.9%	58	80.6%	4	80.0%			1	3.3%	0	0.0%
UI Exhaustee	4	4.6%	7	9.7%	0	0.0%			0	0.0%	0	0.0%
Barriers to Employment												
Disabled	1	1.1%	0	0.0%	0	0.0%			0	0.0%	21	13.5%
Limited English Proficiency	1	1.1%	1	1.4%	0	0.0%			1	3.3%	18	11.6%
Single Parent	19	21.8%	11	15.3%	1	20.0%			6	20.0%	5	3.2%
Work Profiling Reemployment Services Referral	1	1.1%	3	4.2%	1	20.0%			0	0.0%	0	0.0%
Low Income	48	55.2%	34	47.2%	2	40.0%			29	96.7%	139	89.7%
Displaced Homemaker	1	1.1%	0	0.0%	0	0.0%			1	3.3%	0	0.0%
Offender	8	9.2%	2	2.8%	0	0.0%			3	10.0%	13	8.4%
Homeless	2	2.3%	3	4.2%	0	0.0%			0	0.0%	3	1.9%
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	33.3%	11	7.1%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	0	0.0%			28	93.3%	154	99.4%
Basic Literacy Skills Deficient	23	26.4%	35	48.6%	0	0.0%			27	90.0%	152	98.1%
Substance Abuse	0	0.0%	0	0.0%	0	0.0%			0	0.0%	3	1.9%
Foster Youth	0	0.0%	0	0.0%	0	0.0%			0	0.0%	10	6.5%



Worknet Customer Service & Satisfaction Report For All Locations

Merced County Department of Workforce Investment

We've add our Universal Services (or Core A Services) count to the report this month. Look for this count on our Summary Data page.

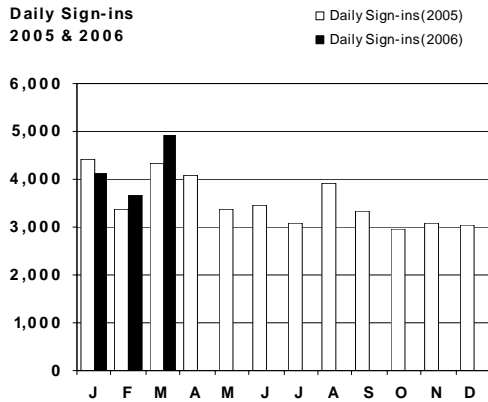
NEW

"Five hundred four new customers used our Universal Service in the Month of March."

Daily Sign-ins

Daily sign-ins for March totaled 4,937. Up 1,280 from the previous month and up 588 from March 2005. Daily sign-ins for the month of March is above the 6 year average.

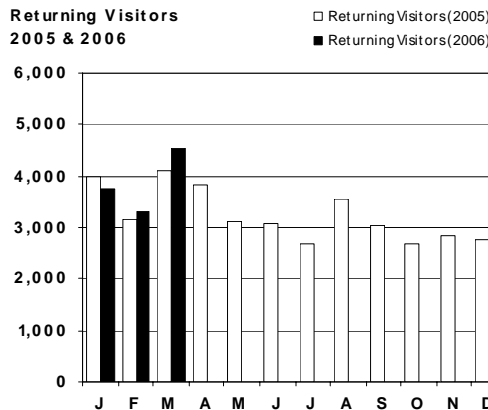
March's 6 year average: 4,596
2005 annual average: 3,539



Return Visits

Return visits for March totaled 4,522. Up 1,190 from the previous month and up 417 from March 2005. Return visits for the month of March is above the 6 year average.

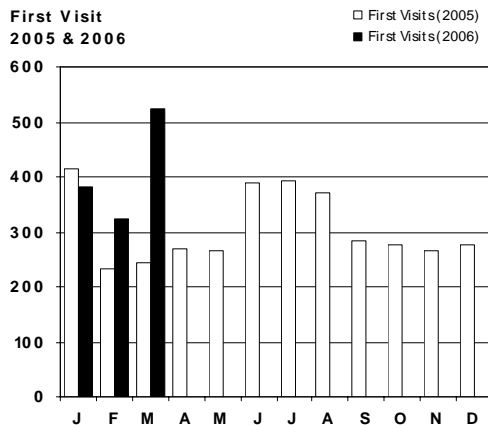
March's 6 year average: 4,265
2005 annual average: 3,233



First Visits

First Visits for March totaled 525. Up 200 from the previous month and up 281 from March 2005. First visits for the month of March is above the 5 year average.

March's 6 year average: 352
2005 annual average: 307



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

Customer Flow for March 2006

All Locations

- On average, Mondays were the busiest days of the week. Averaging 249 customers per day. (Weekly Average: 1,087 customers)

Merced

- Mondays were the busiest day of the week, with an average of 166 customers per day. (Weekly Average: 680 customers).

Los Banos

- Wednesdays were the busiest day of the week, with an average of 78 customers per day (Weekly Average: 365 customers).

Livingston

- Tuesdays and Thursdays were the busiest days of the week, with an average of 9 customers per day. (Weekly Average: 42 customers).



**Marketing advertisements for
March 2006**

**Various Newspapers
03/1-4, 8-11, 15-18, 22-25, 29-31/2006*

**Radio Stations: KABX, KHPO,
KYOS, KBRE
3/1-31/2006*

*Valley Values
02/16/2006*

** The Bus*

Worknet signs inside buses

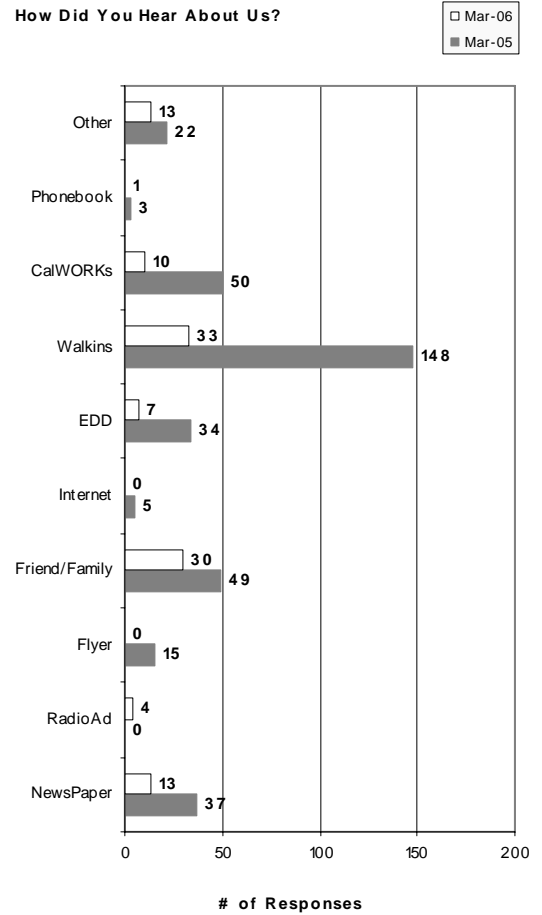
*999.0 percent of our customer would
refer our services to others*

How did you hear about us?

One hundred eleven customers responded to this question in March.

One hundred forty-eight customers responded with Walk-in as the most frequent response. CalWORKs was the next most frequent response.

How Did You Hear About Us?



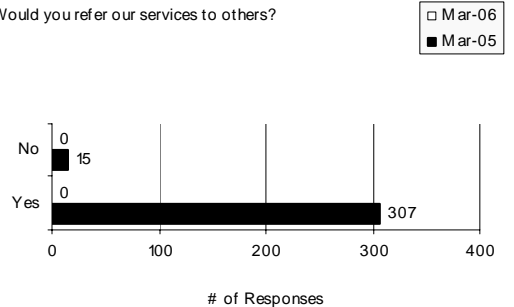
Would you refer our services to others?

Of those responding to this question, 99.0 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?

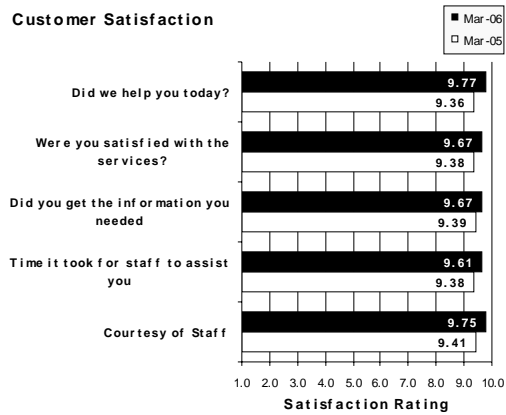




Worknet
Customer Service & Satisfaction Report
For All Locations
MARCH 2006

Merced County Department of Workforce Investment

Customer Satisfaction



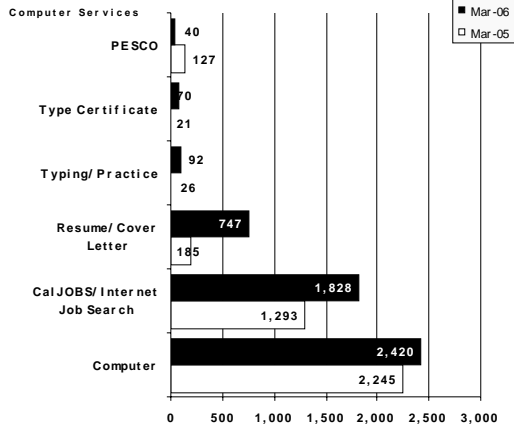
Customer Satisfaction Ratings

Customer satisfaction questions received 115 responses from our customers in March. These questions received ratings between 9.61 and 9.77, with “Did we help you today?” receiving the highest rating.

Three questionnaires had one responses of 5 or less.

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

What Did Our Customer Use?

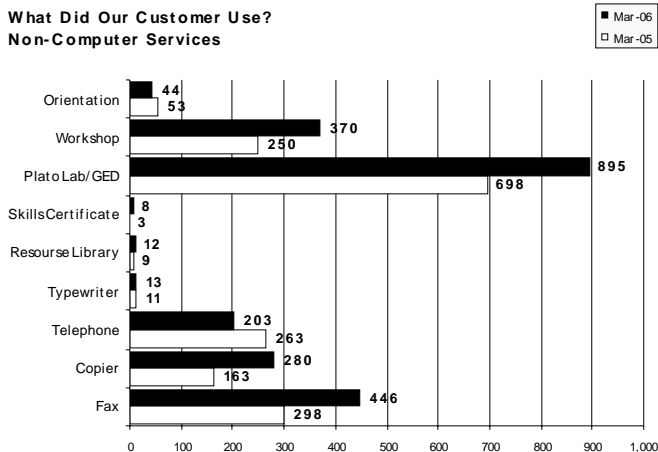


How our customers use our services?

Computer related services are always the most used service by our customers, with 2,420 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage within the computer service sub-topic.

‘895 customers used the “Plato Lab/GED” at WorkNet in the month of March.’

What Did Our Customer Use?
Non-Computer Services



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



Worknet
Customer Service & Satisfaction Report
For All Locations
MARCH 2006
 Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - All Locations

	Mar-05	Jan-06	Feb-06	Mar-06
Core A Services	486	578	513	504
Return Visit	4,146	3,760	3,332	4,522
First Visit	244	383	325	525
Total Visits	4,390	4,143	3,657	5,047
Number of Sign-ins	4,349	4,143	3,657	4,937
How did you hear about us?				
NewsPaper	37	11	14	13
RadioAd	0	2	2	4
Flyer	15	1	1	0
Friend/Family	49	24	11	30
Internet	5	1	0	0
EDD	34	10	8	7
Walkins	148	42	21	33
CalWORKs	50	5	3	10
Phonebook	3	1	1	1
Other	22	14	13	13
What did our customer use?				
Computer	2,245	2,220	1,631	2,420
CalJOBS/Internet Job Search	1,293	1,534	1,123	1,828
Resume/Cover Letter	185	461	309	747
Typing/Practice	26	50	37	92
Type Certificate	21	40	37	70
PESCO	127	54	45	40
Job Listing	600	883	602	1,373
Fax	298	459	328	446
Copier	163	295	187	280
Telephone	263	252	154	203
Typewriter	11	35	21	13
Resource Library	9	21	13	12
Skills Certificate	3	7	2	8
Plato Lab/GED	698	557	606	895
Workshop	250	202	280	370
Orientation	53	57	50	44
Customer Satisfaction				
Courtesy of Staff	9.41	9.58	9.75	9.75
Time it took for staff to assist you	9.38	9.60	9.72	9.61
Did you get the information you needed	9.39	9.63	9.78	9.67
Were you satisfied with the services?	9.38	9.61	9.82	9.67
Did we help you today?	9.36	9.71	9.79	9.77
Would you refer our services to others?				
Yes	89	66	101	101
No	1	2	1	1



Worknet
Customer Service & Satisfaction Report
For All Locations
MARCH 2006
 Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - Individual Locations

Number of Sign-ins																								
Day of the Week	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	
Date	01	02	03	06	07	08	09	10	13	14	15	16	17	20	21	22	23	24	27	28	29	30	31	Total
Livingston	8	2	11	10	8	7	11	4	4	10	4	13	12	6	15	12	11	5	6	3	9	7	9	187
Los Banos	79	76	54	63	62	65	52	53	70	78	68	68	49	91	83	88	87	68	82	83	89	87	74	1,669
Merced	123	125	113	165	142	134	134	125	177	120	132	128	79	152	149	137	119	124	168	122	148	125	140	3,081
Total	210	203	178	238	212	206	197	182	251	208	204	209	140	249	247	237	217	197	256	208	246	219	223	4,937

Who were are visitors	Merced	Los Banos	Livingston	All Locations
Return Visits	2627	1724	171	4522
First Visits	384	125	16	525
Total Visits	3011	1849	187	5047

Number of Sign-ins	3,081	1,669	187	4,937
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How did you hear about us?	Merced	Los Banos	Livingston	All Locations
Newspaper	2	11	0	13
Radio Ad	1	2	1	4
Flyer	0	0	0	0
Friend	13	15	2	30
Internet	0	0	0	0
EDD	6	0	1	7
Walk-ins	19	9	5	33
CalWORKs	1	8	1	10
Phone Book	0	1	0	1
Other	8	5	0	13

What did our customers use?	Merced	Los Banos	Livingston	All Locations
Computer	1,703	578	139	2,420
CalJOBS/Internet Job Search	1,364	393	71	1,828
Resume	631	103	13	747
Typing	58	32	2	92
Typing Certificate	55	14	1	70
Career	3	37	0	40
Job Listing	945	392	36	1,373
Fax	292	125	29	446
Copier	191	88	1	280
Telephone	142	53	8	203
Typewriter	10	3	0	13
Resource Library	3	8	1	12
Skills Certificate	7	1	0	8
Plato Lab	209	686	0	895
Workshop	9	359	2	370
Orientation	28	15	1	44

Customer Satisfaction	Merced	Los Banos	Livingston	All Locations
Courtesy of Staff	9.67	9.80	9.87	9.75
Time it took for staff to assist you	9.40	9.69	9.93	9.61
Did you get the information you needed?	9.40	9.80	10.00	9.67
Were you satisfied with the services?	9.42	9.82	9.87	9.67
Did we help you today?	9.58	9.85	10.00	9.77
Would you refer our services to others?				
Yes	42	49	10	101
No	1	0	0	1



The Quick Look

A Merced County Labor Market Review - February 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

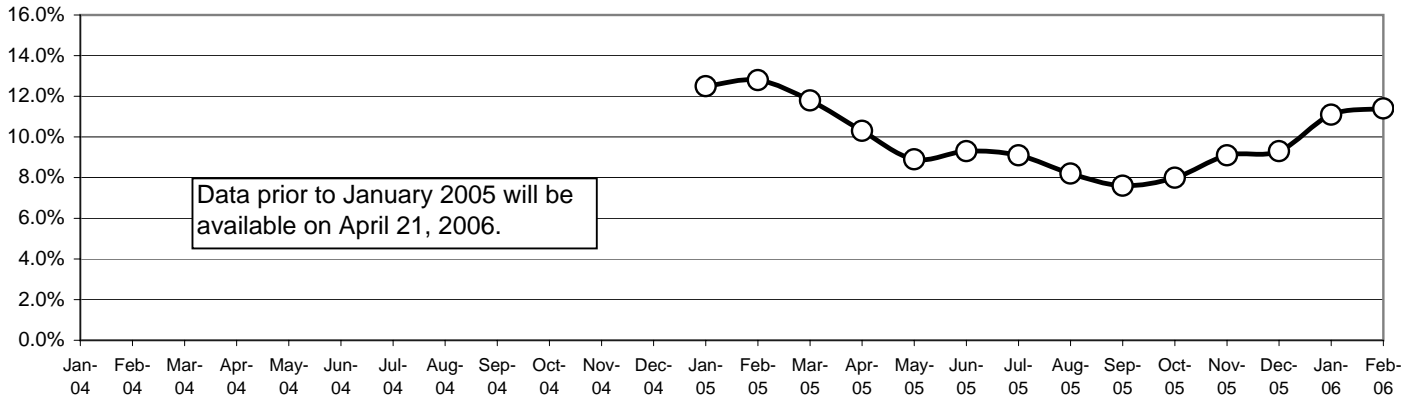
Merced County Data not adjusted for Seasonality	Labor Force and Industrial Employment					
	March 2004 Benchmark				Percent Change	
	Feb 05	Dec 05	Jan 06 Revised	Feb 06 Prelim.	Month	Year
Civilian Labor Force	98,500	101,200	98,700	98,800	0.1%	0.3%
Civilian Employment	85,600	91,800	87,700	87,600	-0.1%	2.3%
Civilian Unemployment	12,800	9,400	11,000	11,200	1.8%	-12.5%
Civilian Unemployment Rate	13.0%	9.3%	11.1%	11.4%		
(CA Unemployment Rate)	6.1%	4.8%	5.3%	5.4%		
(U.S. Unemployment Rate)	5.8%	4.6%	5.1%	5.1%		
Total, All Industries	64,500	69,900	66,300	67,300	1.5%	4.3%
Total Farm	8,200	10,000	8,600	9,000	4.7%	9.8%
Total Nonfarm	56,300	59,900	57,700	58,300	1.0%	3.6%
Total Private	42,100	44,800	43,000	43,300	0.7%	2.9%
Goods Producing	13,400	14,500	13,700	13,800	0.7%	3.0%
Natural Resources and Mining	0	0	0	0		
Construction	3,300	3,600	3,300	3,400	3.0%	3.0%
Manufacturing	10,100	10,900	10,400	10,400	0.0%	3.0%
Durable Goods	1,800	1,700	1,700	1,700	0.0%	-5.6%
Nondurable Goods	8,300	9,200	8,700	8,700	0.0%	4.8%
Food Man & Beverage & Tobacco	6,700	7,300	7,000	7,000	0.0%	4.5%
Residual - Textile Mills	1,600	1,900	1,700	1,700	0.0%	6.3%
Service Providing	42,900	45,400	44,000	44,500	1.1%	3.7%
Private Service Producing	28,700	30,300	29,300	29,500	0.7%	2.8%
Trade, Transportation and Utilities	10,400	11,700	11,000	11,000	0.0%	5.8%
Wholesale Trade	1,400	1,600	1,500	1,500	0.0%	7.1%
Retail Trade	7,200	8,000	7,400	7,400	0.0%	2.8%
Food and Beverage Stores	1,400	1,500	1,400	1,400	0.0%	0.0%
General Merchandise Stores	1,600	2,100	1,800	1,800	0.0%	12.5%
Residual - Miscellaneous Store Retailers	4,200	4,400	4,200	4,200	0.0%	0.0%
Transportation, Warehousing and Utilities	1,800	2,100	2,100	2,100	0.0%	16.7%
Information	1,700	1,600	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	3,100	3,100	3,100	3,200	3.2%	3.2%
Educational and Health Services	5,400	5,600	5,500	5,500	0.0%	1.9%
Leisure and Hospitality	4,600	4,700	4,500	4,500	0.0%	-2.2%
Food Services and Drinking Places	4,000	3,900	3,800	3,800	0.0%	-5.0%
Residual - Arts, Entertainment, and Recreation	600	800	700	700	0.0%	16.7%
Other Services	1,700	1,600	1,600	1,700	6.3%	0.0%
Government	14,200	15,100	14,700	15,000	2.0%	5.6%
Federal Government	800	800	800	800	0.0%	0.0%
State Government	800	1,300	1,300	1,300	0.0%	62.5%
Local Government	12,600	13,000	12,600	12,900	2.4%	2.4%

The County continues with one of the highest unemployment rates in the State, ranking 55th out of 58 counties in the month of February. The preliminary result is an increase of 0.3 percentage point in the unemployment rate from the revised January rate. This preliminary figure is a decrease of 1.6 percentage point from the unemployment rate of one year ago.

Overall, the County's Civilian Labor Force increased by 100 persons over last month's figure and an increase of 300 persons over year ago figures. Industrial employment increased by 1000 jobs in February over January's figure and showed an increased of 2,800 jobs over year ago figures.

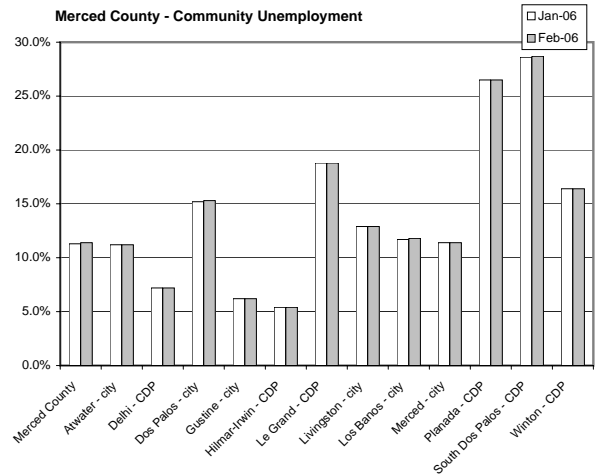
The Quick Look
A Merced County Labor Market Review - February 2006

**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	98,800	87,600	11,200	11.4%
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	15.3%
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	11.8%
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	28.7%
Winton CDP	3,700	3,100	600	16.4%



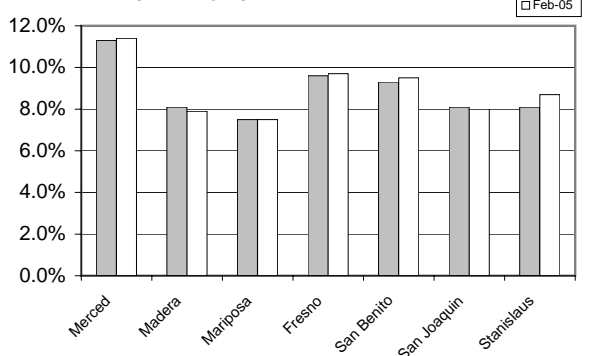
CDP - Census Designated Place

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	98,800	87,600	11,200	11.4%
Madera	38	6,100	56,200	4,800	7.9%
Mariposa	34	8,160	7,550	620	7.5%
Fresno	45	396,200	358,000	38,200	9.7%
San Benito	42	25,300	22,900	2,400	9.5%
San Joaquin	39	282,200	259,500	22,700	8.0%
Stanislaus	40	227,100	207,400	19,800	8.7%

Seven County Unemployment Rate





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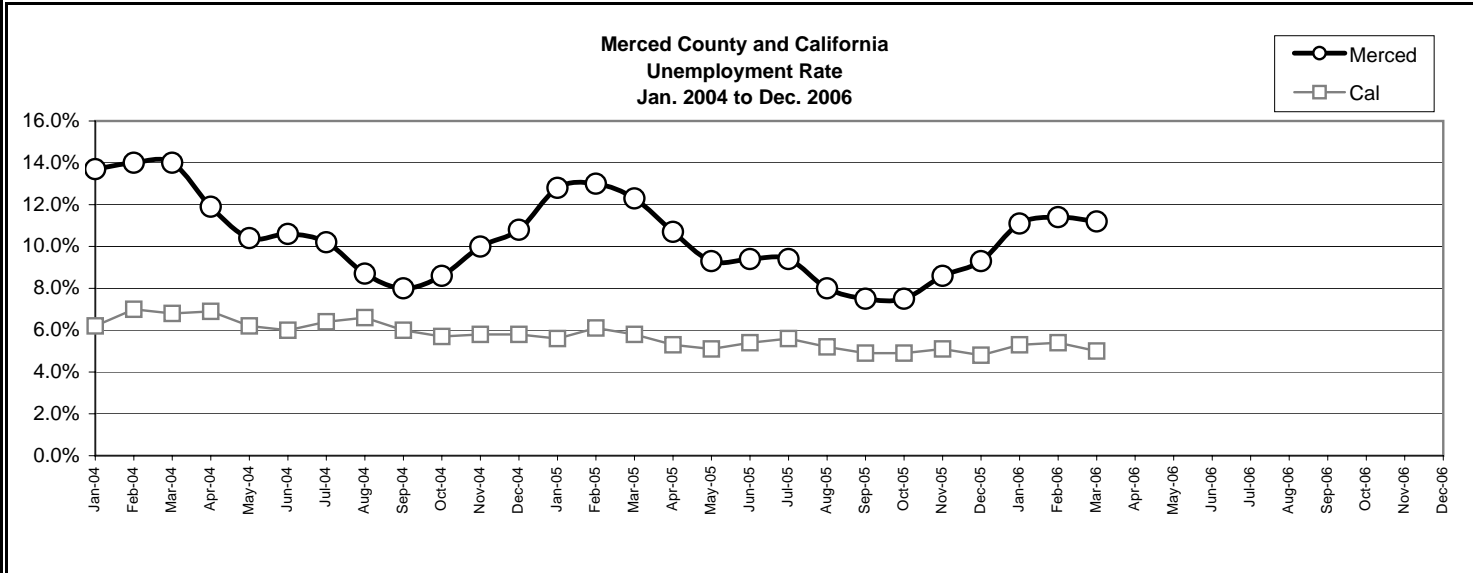
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	March 2004 Benchmark				Percent Change	
	Mar 05	Jan 06	Feb 06 Revised	Mar 06 Prelim.	Month	Year
Civilian Labor Force	98,300	98,700	98,800	98,700	-0.1%	0.4%
Civilian Employment	86,200	87,700	87,600	87,600	0.0%	1.6%
Civilian Unemployment	12,000	11,000	11,200	11,000	-1.8%	-8.3%
Civilian Unemployment Rate	12.3%	11.1%	11.4%	11.2%		
(CA Unemployment Rate)	5.8%	5.3%	5.4%	5.0%		
(U.S. Unemployment Rate)	5.4%	5.1%	5.1%	4.8%		
Total, All Industries	65,500	66,300	67,200	67,400	0.3%	2.9%
Total Farm	8,500	8,600	9,000	8,900	-1.1%	4.7%
Total Nonfarm	57,000	57,700	58,200	58,500	0.5%	2.6%
Total Private	42,700	43,000	43,100	43,200	0.2%	1.2%
Goods Producing	13,700	13,700	13,800	13,900	0.7%	1.5%
Natural Resources and Mining	0	0	0	0		
Construction	3,500	3,300	3,400	3,500	2.9%	0.0%
Manufacturing	10,200	10,400	10,400	10,400	0.0%	2.0%
Durable Goods	1,800	1,700	1,700	1,700	0.0%	-5.6%
Nondurable Goods	8,400	8,700	8,700	8,700	0.0%	3.6%
Food Man & Beverage & Tobacco	6,800	7,000	7,000	7,000	0.0%	2.9%
Residual - Textile Mills	1,600	1,700	1,700	1,700	0.0%	6.3%
Service Providing	43,300	44,000	44,400	44,600	0.5%	3.0%
Private Service Producing	29,000	29,300	29,300	29,300	0.0%	1.0%
Trade, Transportation and Utilities	10,400	11,000	11,000	11,000	0.0%	5.8%
Wholesale Trade	1,400	1,500	1,500	1,500	0.0%	7.1%
Retail Trade	7,200	7,400	7,400	7,400	0.0%	2.8%
Food and Beverage Stores	1,400	1,400	1,400	1,400	0.0%	0.0%
General Merchandise Stores	1,700	1,800	1,800	1,800	0.0%	5.9%
Residual - Miscellaneous Store Retailers	4,100	4,200	4,200	4,200	0.0%	2.4%
Transportation, Warehousing and Utilities	1,800	2,100	2,100	2,100	0.0%	16.7%
Information	1,700	1,600	1,600	1,500	-6.3%	-11.8%
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	3,200	3,100	3,200	3,200	0.0%	0.0%
Educational and Health Services	5,400	5,500	5,500	5,500	0.0%	1.9%
Leisure and Hospitality	4,700	4,500	4,400	4,500	2.3%	-4.3%
Food Services and Drinking Places	4,100	3,800	3,700	3,800	2.7%	-7.3%
Residual - Arts, Entertainment, and Recreation	600	700	700	700	0.0%	16.7%
Other Services	1,800	1,600	1,600	1,600	0.0%	-11.1%
Government	14,300	14,700	15,100	15,300	1.3%	7.0%
Federal Government	800	800	800	800	0.0%	0.0%
State Government	800	1,300	1,300	1,400	7.7%	75.0%
Local Government	12,700	12,600	13,000	13,100	0.8%	3.1%

The County continues with one of the highest unemployment rates in the State, ranking 55th out of 58 counties in the month of March. The preliminary result is a decrease of 0.2 percentage point in the unemployment rate from the revised February rate. For year ago data, this preliminary figure is a decrease of 1.1 percentage point from the unemployment rate.

Overall, the County's Civilian Labor Force decreased by 100 persons over last month's figure and an increase of 400 persons over year ago figures. Industrial employment increased by 200 jobs in March over February's figure and showed an increased of 1,900 jobs over year ago figures.

The Quick Look

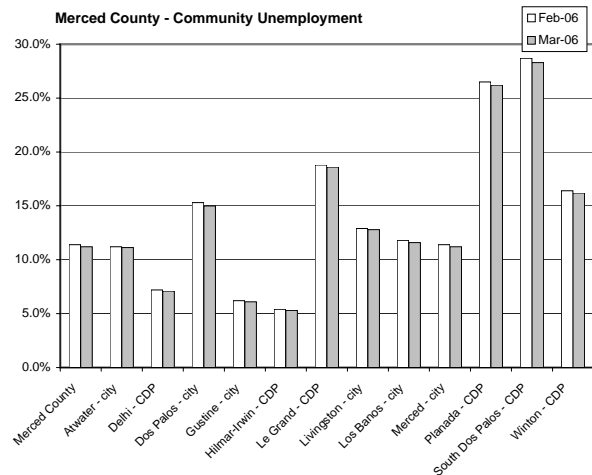
A Merced County Labor Market Review - March 2006



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

Area Name	Labor Force	Employment	Unemployment	
			Number	Rate
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Delhi CDP	3,800	3,500	300	7.1%
Dos Palos City	1,900	1,600	300	15.0%
Gustine City	2,300	2,200	100	6.1%
Hilmar-Irwin CDP	2,600	2,500	100	5.3%
Le Grand CDP	700	600	100	18.6%
Livingston City	4,800	4,200	600	12.8%
Los Banos City	12,200	10,800	1,400	11.6%
Merced City	29,200	25,900	3,300	11.2%
Planada CDP	1,600	1,200	400	26.2%
South Dos Palos CDP	400	300	100	28.3%
Winton CDP	3,700	3,100	600	16.2%

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	98,700	87,600	11,000	11.2%
Madera	39	60,800	55,800	5,000	8.2%
Mariposa	32	8,320	7,740	580	7.0%
Fresno	43	397,400	359,800	37,600	9.5%
San Benito	42	25,300	22,900	2,300	9.3%
San Joaquin	38	282,200	260,000	22,200	7.9%
Stanislaus	40	226,800	207,100	19,800	8.7%

Seven County Unemployment Rate

