

**Workforce Investment Board of Merced County
Quality Assurance Committee
Dept of Workforce Investment (Large Conference Room)
1880 W. Wardrobe Ave, Merced, CA
April 29, 2005, 7:30-9:00 a.m.**



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

Meeting Agenda

1. Call to Order and Roll Call
2. Approval of Agenda
3. Approval of Minutes (February 25, 2005)
4. Public Opportunity to Speak
5. Action Agenda
 - a. Strategic Scorecard – Recommended Changes/Additions Dave Davis
6. Information/Discussion
 - a. Recertification Training Date Dave Davis
 - b. LWIA Performance Goals for PY 2004/05 Dave Davis
 - c. Participant Data Reports Dave Davis
7. Chair Comments
8. Next Meeting Date/Time – May 27, 2005, 7:30–9:00 a.m.
9. Adjourn.....

Workforce Investment Board of Merced County
Quality Assurance Committee
Dept of Workforce Investment Large Conference Room
1880 W. Wardrobe Ave, Merced, CA
February 25, 2005, 7:30–9:00 a.m.
Meeting Minutes



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

Members Absent: Jeremiah Greggains, Ned Miller

Staff Present: Elaine Craig, Dave Cramer, Dave Davis, Dee Knight, Joanne Presnell

1. **Call to Order and Roll Call:** The Chair called the meeting to order at 7:43 a.m. A sign-in sheet was used in lieu of roll call.
2. **Approval of Agenda:** It was *M/S/C Tinetti/Nichols* to approve the agenda as published.
3. **Approval of Minutes (February 1, 2005):** It was *M/S/C Nichols/Roberds* to approve the February 1, 2005 minutes.
4. **Public Opportunity to Speak:** None.
5. **Action Agenda:**

a. Recertification Training and Certified Examiner: Staff presented cost information for contracting with MaryAnn Pranke Training & Consulting, Inc for training, and a certified examiner to facilitate the recertification of the Worknet Employment Resource Center. The total cost is \$7,480, and the state will contribute \$925. The day of training will be sometime in May or June 2005.

It was *M/S/C Tinetti/Roberds* to recommend to the Workforce Investment Board the approval of the contract with MaryAnn Pranke Training & Consulting, Inc.

b. Exemplary Performance Award/Corrective Action: Staff noted the Department received \$19,208 for meeting or exceeding the majority of the LWIA's performance goals. The Corrective Action and Technical Assistance Plan must be submitted because two performance goals were not met—1) Older Youth Credential/Diploma Rate, and 2) Older Youth Entered Employment Rate.

Merced County Office of Education (MCOE) has developed a state-approved Working Professional credential that every older youth now earns, but those exiting during this performance period had not been in the program long enough to have earned this credential.

The Older Youth Entered Employment Rate fell short by one participant because the rate included Jobs for California Graduates (JCG) youth who exited the program. Presently, 30 of 39 exited youth were employed for a rate of 76.92%. MCOE's staff has been trained in both Performance Measures and Exit Strategies, and the Department anticipates no problem in them attaining the rate in PY 04/05.

It was *M/S/C Tinetti/Nichols* to recommend to the Workforce Investment Board Executive Committee the approval of the Corrective Action and Technical Assistance Plan.

6. Information/Discussion:

a. PY 04/05 Negotiated Performance Measures: Staff noted the state verbally told the Director that the Department's Performance Measures would remain the same as last year's measures. This is because of the expected Workforce Investment Act reauthorization.

b. Participant Data Reports:

1) Customer Perspective/Job Seeker Customer Satisfaction – Jan 2005: It was noted more customers are utilizing the services of the One-Stops. Staff attributed this to marketing and the new sign-in system, which allows more accurate data to be collected. It was asked if data is collected on non-English speaking customers. Staff stated there is little, but would find out what could be done to enhance the capture of this information.

Reasons for the Customer Satisfaction rate being high is customer service is emphasized at the All Staff meetings, the Chamber-sponsored Customer Service Academy is made available to staff, and several staff have completed the Workforce Development Certification, which includes customer service. It was noted that follow-up calls are made to those customers who said "no" to "Would you refer our services to others?". Sufficient explanation was given to where customers said they would give us another try.

2) Internal Operations/Organizational Effectiveness: Program Accountability: Staff noted the Older Youth Credential rate is still low because all of the JCG youth have not been exited. MCOE has been asked to provide more information to staff on the Earning Change for older youth.

The Unemployment Rate was provided for December 2004. Staff noted the benchmark is being revised for this year, and that is why the information is not more current.

7. Chair Comments: The Chair asked if anyone knew anything about the One Voice meeting in Sacramento. Staff noted that an MCAG representative made a presentation at the Program Planning and Development Committee meeting. It was said the meeting went very well, especially how they communicated as "one voice" for their priority project, which is the Campus Parkway.

Ms. Joanne Presnell noted this would be Ms. Elaine Craig's last meeting. She will start a new job on Monday, February 28, 2005, as the Executive Director of the Madera County WIB. Mr. Dave Davis will take over the role of staff to the WIB.

8. Next Meeting Date & Time: The next meeting will be March 25, 2005, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.

9. Adjourn: The meeting adjourned at 8:32 a.m.

Minutes prepared by Dee Knight.

TO: WIB Quality Assurance Committee

DATE: 04/29/05

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Workforce Investment Board (WIB) Strategic Scorecard

PROPOSED MOTION(S): Discuss and adopt any or all recommended changes to the QA portion of the WIB Strategic Scorecard.

DISCUSSION: The WIB Strategic Scorecard was formally adopted October 25, 2004. Several of the Measurement Categories are the responsibility of the Quality Assurance Committee. The following measurement category/indicators will be discussed at the April 29, 2005 meeting.

Customer Perspective

- **Job Seeker Needs Are Being Met**
- **Metric/90%**
- **Method/Customer Satisfaction Survey**
- **How Often Reviewed/Monthly**

Learning and Innovation

- **Progress in Preparation for Worknet Recertification**
- **Metric/On Schedule**
- **Method/Report from Worknet Leadership Team on Timeline**
- **How Often Review/Bimonthly**

Additionally, several additions are recommended for the Strategic Scorecard and are highlighted by Bold script on the attached Scorecard.

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	Benchmark to similar service organizations Change to	Biannually Annually (Jan)	QA

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

		(Benchmark to locally respected organizations)		
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

c. Resources are Allocated Appropriately: <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
1. Expenditures including: <ul style="list-style-type: none"> • Obligations • Accruals (Expenses) • Encumbrances • By funding source • By service • Plan vs. Actual 	80% of Current Year Allocation Obligated by End of the Year 70% Expended of Available Funds (Carryover plus Allocation) by the End of the Year	Fiscal Reports	Monthly	Finance
2. Revenue & Resources: <ul style="list-style-type: none"> a. Grants b. Revenue Generation 	#s Applied for and Source #s Received and \$\$ Amounts # of Sources and Amount of \$\$	WI Report WI Report WI Report	Quarterly Quarterly Quarterly	Finance Finance Finance

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

Measurement Category: Learning and Innovation

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

Glossary

BSU - Dept. of WI Business Services Unit

Executive - WIB Executive Committee

Finance - WIB Finance Committee

PP&D - WIB Program Planning & Development Committee

QA - WIB Quality Assurance Committee

YC - Youth Council

TO: Quality Assurance

DATE: 04/29/2005

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Recertification Training Date

PROPOSED MOTION(S): Information only.

DISCUSSION: June 14, 2005 has been selected as the training date for Recertification Training. The training will be facilitated by MaryAnn Pranke Training & Consulting, with MaryAnn conducting the training. EDD's Employment Training Network is working the contract for us.

The training will be held at Department of Workforce Investment, 1880 W. Wardrobe Ave, in the Large Conference Room, 8:00 a.m. – 5:00 p.m. Lunch will be provided.

ATTACHMENT(S): N/A

TO: Quality Assurance

DATE: 04/29/2005

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: LWIA Performance Goals for PY 2004-05

PROPOSED MOTION(S): Information only.

DISCUSSION: During the February 2005 Quality Assurance Committee meeting, Ms. Elaine Craig stated that it had been unofficially announced in Sacramento that LWIA Performance Goals for PY 2004-05 would be unchanged from PY 2003-04.

Dept of WI has received next year's performance goals, and the goals remain unchanged for PY 2004-05.

2004-2005 Performance Goals

Adult	Entered Employment	Retention	Earnings Change	Employment & Credential
	72.0	79.0	3,400	55.0
DW	Entered Employment	Retention	Earnings Replacement	Employment & Credential
	75.4	85.2	96.0	58.0
Older Youth	Entered Employment	Retention	Earnings Change	Credential
	56.8	70.1	2,960	30.0
Younger Youth	Skill Attainment	Retention	Diploma or Equivalent	
	78.7	53.8	55.5	

ATTACHMENT(S): N/A



Worknet Customer Service & Satisfaction Report For All Locations

MARCH 2005

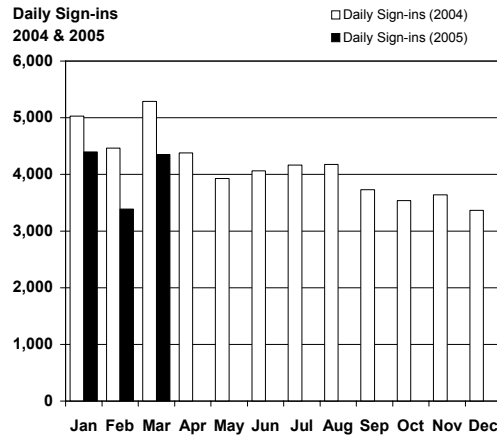
Merced County Department of Workforce Investment

Daily Sign-ins

Daily sign-in for March totaled 4349. Up 959 from the previous month and down 939 from the previous year. Daily sign-ins for the month of March is below the 5 year average.

March 5 year average: 4,441

2004 annual average: 4,146

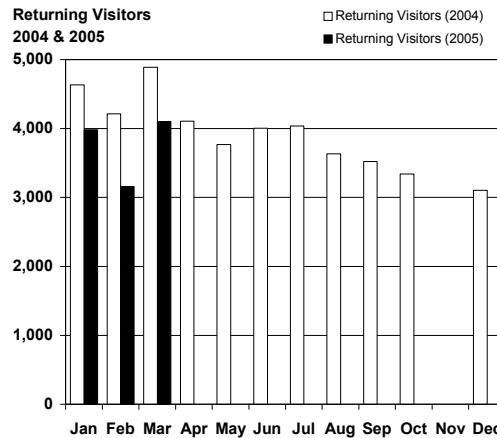


Return Visits

Return visits for March totaled 4,105. Up 946 from the previous month and down 785 from the previous year. Return visits for the month of March exceeds the 5 year average.

March 5 year average: 3,372

2004 annual average: 3,605

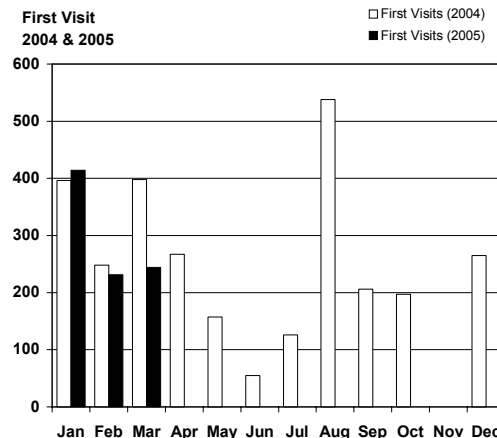


First Visits

First Visits for March totaled 244. Up 13 from the previous month and down 154 from the previous year. First visits for the month of March is below the 5 year average.

March 5 year average: 269

2004 annual average: 238



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<i>How our customers used our services</i>	3
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<i>Summary Data - Individual Locations</i>	5

Customer Flow for March 2005

All Locations

- On average, Monday through Wednesday were the busiest days of the week. Averaging 217 clients per day. (Average: 713 customers/week)

Merced

- Mondays were the busiest day of the week, with an average of 130 clients per day. (Average: 392 customers/week).

Los Banos

- Tuesday and Wednesday are the busiest day of the week, with an average of 89 clients per day (Average: 300 customers/week).

Livingston

- Monday and Tuesday were the busiest day of the week, with an average of 9 clients per day. (Average: 21 customers/week).



**Marketing advertisements for
March 2005**

** News Papers Ads:
Merced Sun-Star
Atwater Signal
Livingston Chronicle
Los Banos Enterprise
Chowchilla
Big Valley Direct
Vida
03/8-12, 15-19, 22-26, 29-31/2005*

** Radio Ads:
KABX, KHPO, KYOS, & KBRE
3/14-31/2005*

** The Bus
Worknet signs inside buses*

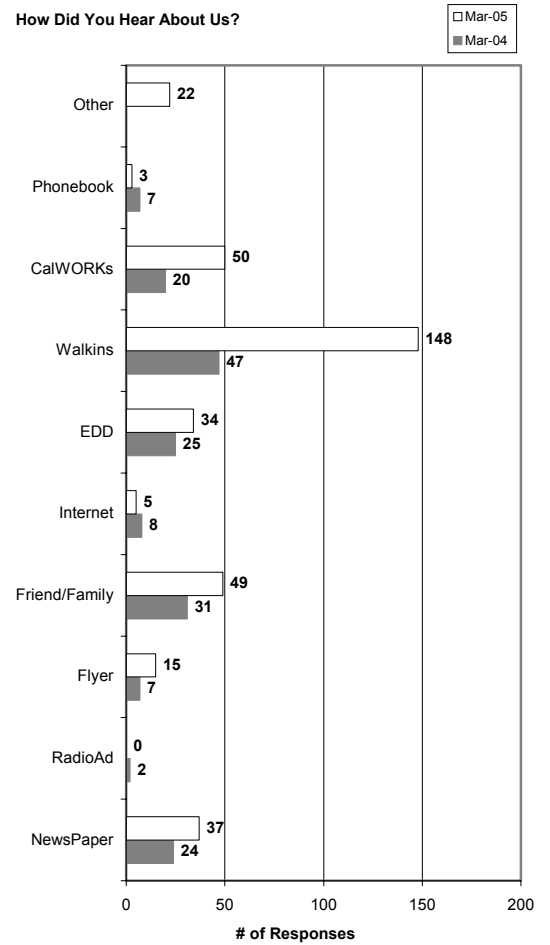
How did you hear about us?

Three hundred sixty-three 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.

We change the method of collecting the data in November 2004 to capture more responses. Due to this change, prior year data is not directly comparable. When comparing current data with prior year data, compare only the rank of the response (e.g. Walk-in responses in March 2005 received the most responses, but Newspaper ad received more responses in March 2004).

How Did You Hear About Us?



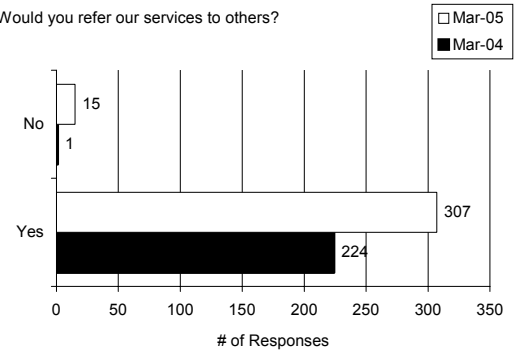
95.3 percent of our customer would refer our services to others

Would you refer our services to others?

Of those responding to this question, 95.3 percent of our customers would refer our services to others.

PY 03/04 annual average: 98.6%
PY 04/05 nine month average: 97.2%

Would you refer our services to others?

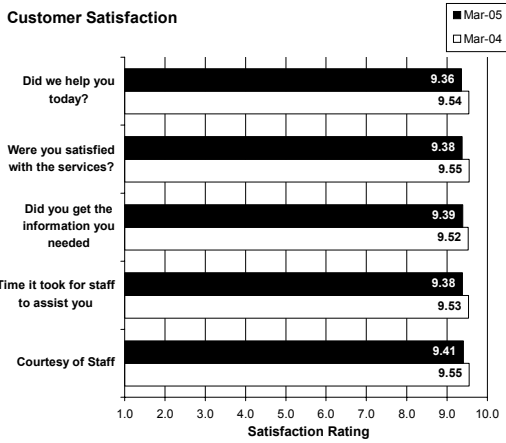




**Worknet
Customer Service & Satisfaction Report
For All Locations**

MARCH 2005

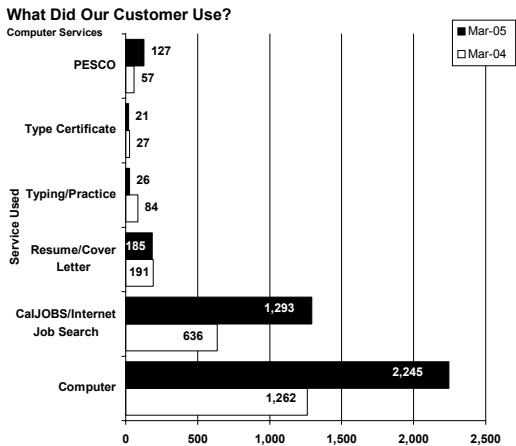
Merced County Department of Workforce Investment



Customer Satisfaction Ratings

The five customer satisfaction questions received 392 responses from our customers in March 2005. These questions received ratings between 9.36 and 9.41, with “Courtesy of Staff” receiving the highest rating. There were 22 customer that rated “Were you satisfied with the services?” and “Did we help you help you today?” with a 5 or less, representing 5.6 percent of our customers.

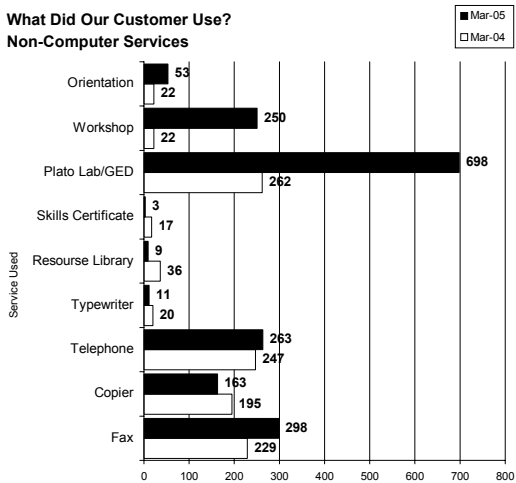
‘Courtesy of Staff received the highest rating with 9.41’



How our customers use our services?

Computer related services are always the most used service by our customers, with 2,245 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage within the computer service sub-topic.

‘1,293 customers used CalJOBS or Internet Job Search computer services in the month of March.’



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



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

MARCH 2005

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - All Locations

Number of Sign-ins																			
Day of the Week	T	W	TH	F	M	T	W	TH	M	T	W	TH	F	T	W	TH	F	M	
Date	1	2	3	4	7	8	9	10	14	15	16	17	18	22	23	24	25	28	Total
Livingston	13	5	3	2	8	4	3	8	5	6	6	4	2	5	7	6	4	9	100
Los Banos	77	78	71	70	67	81	59	66	67	85	91	79	94	84	82	86	109	80	1,426
Merced	97	87	101	80	129	91	130	84	72	124	114	130	101	94	149	113	110	92	1,898
Total	187	170	175	152	204	176	192	158	144	215	211	213	197	183	238	205	223	181	3,424

	Mar-04	Jan-05	Feb-05	Mar-05
Daily Sign-ins				
Return Visit	4,890	3,983	3,159	4,146
First Visit	398	414	231	244
Total	5,288	4,397	3,390	4,390
How did you hear about us?	Jan-00	Jan-00	Jan-00	Jan-00
NewsPaper	24	30	6	37
RadioAd	2	5	2	0
Flyer	7	20	10	15
Friend/Family	31	155	75	49
Internet	8	2	0	5
EDD	25	58	40	34
Walkins	47	232	109	148
CalWORKs	20	99	70	50
Phonebook	7	2	1	3
Other	0	23	16	22
What did our customer use?				
Computer	1,262	2,518	1,788	2,245
CalJOBS/Internet Job Search	636	1,378	1,094	1,293
Resume/Cover Letter	191	435	224	185
Typing/Practice	84	51	17	26
Type Certificate	27	23	20	21
PESCO	57	96	55	127
Job Listing	265	656	440	600
Fax	229	345	259	298
Copier	195	229	182	163
Telephone	247	251	203	263
Typewriter	20	19	27	11
Resourse Library	36	28	16	9
Skills Certificate	17	7	5	3
Plato Lab/GED	262	553	510	698
Workshop	22	336	220	250
Orientation	22	40	24	53
Customer Satisfaction				
Courtesy of Staff	9.55	9.46	9.41	9.41
Time it took for staff to assist you	9.53	9.52	9.38	9.38
Did you get the information you needed	9.52	9.49	9.39	9.39
Were you satisfied with the services?	9.55	9.48	9.38	9.38
Did we help you today?	9.54	9.47	9.36	9.36
Would you refer our services to others?				
Yes	224	546	297	307
No	1	11	6	15



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

MARCH 2005

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - Individual Locations

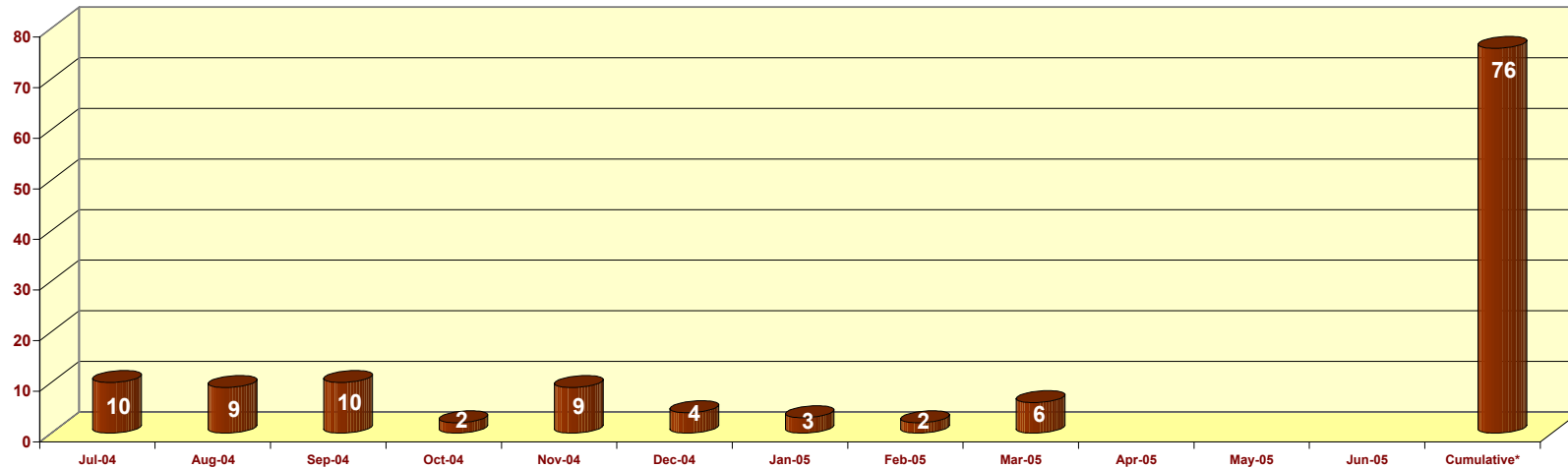
Who were are visitors	Merced	Los Banos	Livingston	All Locations
First Visit	143	101	0	244
Return Visit	2,259	1707	139	4105
How did you hear about us?				
Newspaper	11	24	2	37
Radio Ad	0	0	0	0
Flyer	3	12	0	15
Friend	22	18	9	49
Internet	1	3	1	5
EDD	9	24	1	34
Walk-ins	45	95	8	148
CalWORKs	5	43	2	50
Phone Book	3	0	0	3
Other	4	18	0	22
What did our customers use?				
Computer	1,412	833	0	2,245
CalJOBS/Internet Job Search	909	384	0	1,293
Resume	111	74	0	185
Typing	14	12	0	26
Typing Certificate	10	11	0	21
Career	43	84	0	127
Job Listing	208	392	0	600
Fax	177	121	0	298
Copier	113	50	0	163
Telephone	175	88	0	263
Typewriter	8	3	0	11
Resource Library	2	7	0	9
Skills Certificate	0	3	0	3
Plato Lab	124	574	0	698
Workshop	1	249	0	250
Orientation	25	28	0	53
Customer Satisfaction				
Courtesy of Staff	9.29	9.42	9.88	9.41
Time it took for staff to assist you	9.31	9.38	9.75	9.38
Did you get the information you needed?	9.44	9.34	9.88	9.39
Were you satisfied with the services?	9.34	9.36	9.81	9.38
Did we help you today?	9.34	9.34	9.81	9.36

WIA PARTICIPANT SUMMARY REPORT - ADULT
PY 2004/2005
Report Range 07/2004 to 03/2005

	ADULT												Part. Plan	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05		Cumulative*
Total Participants	150	159	173	147	157	166	141	142	153				217	783
Participants Carried In	140	150	163	145	148	162	138	140	147				141	423
New Participants Entering Grant	10	9	10	2	9	4	3	2	6				76	360
Total Participants Exiting WI	0	0	28	0	0	34	2	0	17				81	
Entered Unsubsidized Employment	0	0	25	0	0	30	0	0	11				66	160
Training Related	0	0	13	0	0	12	0	0	8				33	75
Entered Military Service	0	0	0	0	0	0	0	0	0				0	
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0	0	0				0	
Entered Post-Secondary Education	0	0	0	0	0	0	0	0	0				0	
Entered Advanced Training	0	0	0	0	0	0	0	0	0				0	
Attained Recognized Certificate/Diploma/Degree	0	0	16	0	0	13	1	0	9				39	
Attained High School Diploma/GED	0	0	0	0	0	0	0	0	0				0	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0	0	0	0				0	
Exits Excluded from Performance	0	0	0	0	0	2	0	0	0				2	
Other Exits	0	0	23	0	0	29	2	0	15				69	60

Program Activities/Services Summary	Enrolled													
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*	PY 04/05
Core Services (Registered)	149	158	172	147	157	166	141	142	153				217	515
Intensive Services	113	120	125	107	115	124	115	116	125				163	260
Training Services	68	71	76	64	66	74	63	64	66				92	100
Youth Services	0	0	0	0	0	0	0	0	0				0	
Concurrent Program Participants	9	9	9	6	6	9	7	7	9				14	
Individual Training Accounts	4	4	4	2	2	2	2	2	2				4	
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0	0	0				0	

WIA Participant Summary
New Participants Entering Grant : Adult
PY 2004/2005

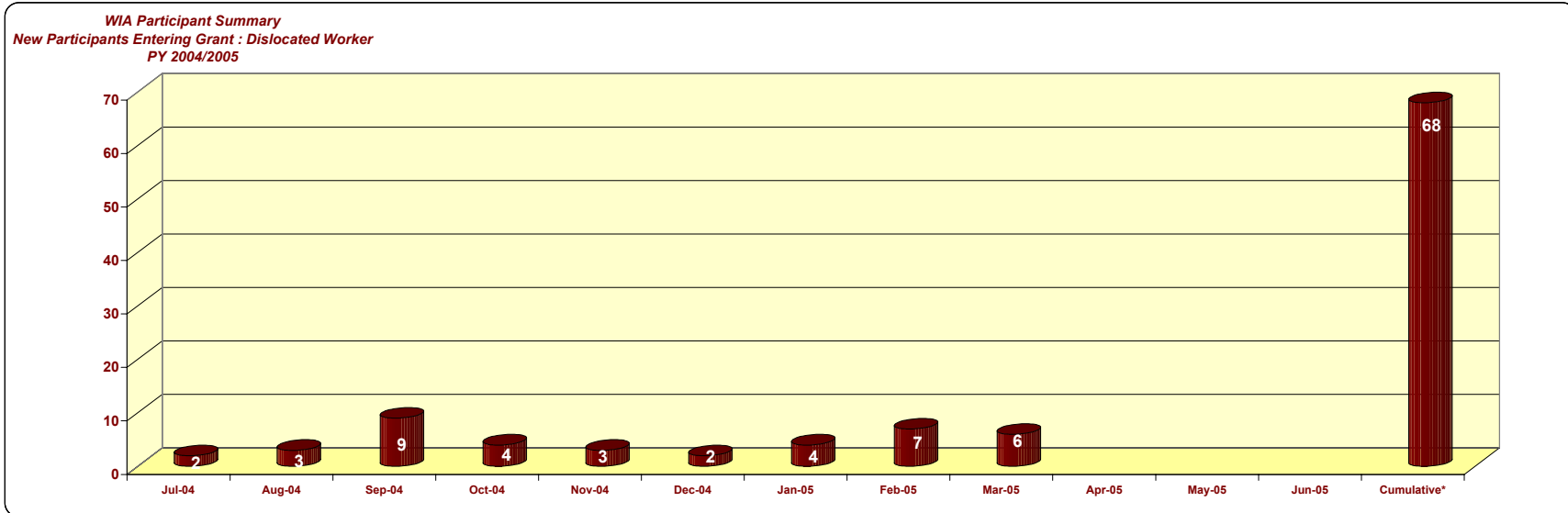


Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER
PY 2004/2005
Report Range 07/2004 to 03/2005

	DISLOCATED WORKER												Cumulative*	Part. Plan PY 04/05	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05			
Total Participants	89	92	104	95	98	102	92	105	121					155	671
Participants Carried In	87	89	95	91	95	100	88	98	115					87	251
New Participants Entering Grant	2	3	9	4	3	2	4	7	6					68	420
Total Participants Exiting WI	0	0	16	0	0	18	0	0	11					45	120
Entered Unsubsidized Employment	0	0	12	0	0	14	0	0	11					37	65
Training Related	0	0	4	0	0	9	0	0	5					18	
Entered Military Service	0	0	0	0	0	0	0	0	0					0	
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0	0	0					0	
Entered Post-Secondary Education	0	0	0	0	0	0	0	0	0					0	
Entered Advanced Training	0	0	0	0	0	0	0	0	0					0	
Attained Recognized Certificate/Diploma/Degree	0	0	7	0	0	13	0	0	6					26	
Attained High School Diploma/GED	0	0	0	0	0	0	0	0	0					0	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0	0	0	0					0	
Exits Excluded from Performance	0	0	0	0	0	1	0	0	0					1	
Other Exits	0	0	15	0	0	17	0	0	10					43	60

Program Activities/Services Summary	Enrolled												Cumulative*	Part. Plan PY 04/05	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05			
Core Services (Registered)	89	92	104	95	98	102	92	105	121					155	500
Intensive Services	62	66	69	64	67	71	66	80	92					116	150
Training Services	30	31	33	30	31	31	27	32	38					50	80
Youth Services	0	0	0	0	0	0	0	0	0					0	
Concurrent Program Participants	13	13	13	12	12	12	8	8	8					13	
Individual Training Accounts	5	5	5	4	4	4	3	3	3					6	
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0	0	0					0	

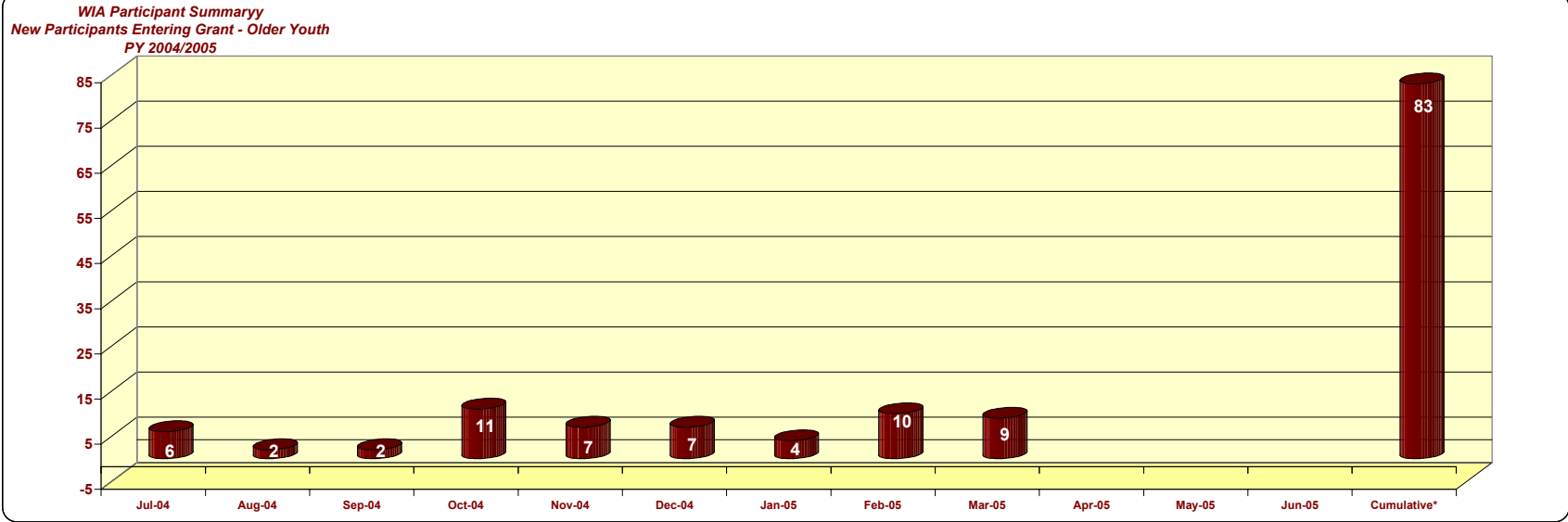


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WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH
PY 2004/2005
Report Range 07/2004 to 03/2005

	OLDER YOUTH												Part. Plan PY 04/05	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05		Cumulative*
Total Participants	130	113	117	122	132	143	150	161	170				200	310
Participants Carried In	124	111	115	111	125	136	146	151	161				117	234
New Participants Entering Grant	6	2	2	11	7	7	4	10	9				83	76
Total Participants Exiting WI	15	0	2	0	0	0	0	0	1				31	
Entered Unsubsidized Employment	5	0	1	0	0	0	0	0	1				15	10
Training Related	4	0	1	0	0	0	0	0	0				7	5
Entered Military Service	0	0	0	0	0	0	0	0	0				0	
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0	0	0				0	
Entered Post-Secondary Education	1	0	0	0	0	0	0	0	0				2	5
Entered Advanced Training	0	0	0	0	0	0	0	0	0				0	
Attained Recognized Certificate/Diploma/Degree	4	0	1	0	0	0	0	0	0				9	
Attained High School Diploma/GED	0	0	0	0	0	0	0	0	0				1	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0	0	0	0				0	
Exits Excluded from Performance	0	0	0	0	0	0	0	0	0				0	
Other Exits	9	0	2	0	0	0	0	0	1				25	60

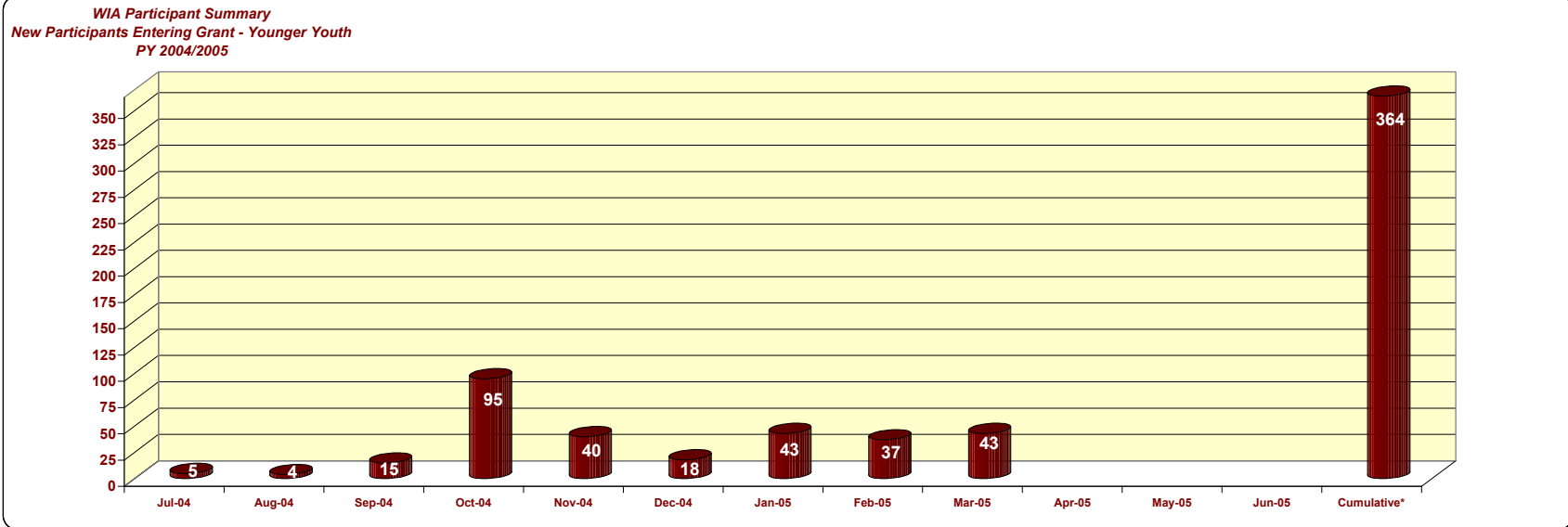
Program Activities/Services Summary	Enrolled												
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*
Core Services (Registered)	0	0	0	0	0	0	0	0	0				0
Intensive Services	115	98	100	107	114	119	125	133	145				158
Training Services	86	79	83	85	90	97	103	113	119				130
Youth Services	118	104	108	117	130	141	148	159	167				186
Concurrent Program Participants	94	76	72	65	67	70	72	75	79				102
Individual Training Accounts	0	0	0	0	0	0	0	0	0				0
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0	0	0				0



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WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH
PY 2004/2005
Report Range 07/2004 to 03/2005

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*	Participant Plan PY 04/05
Total Participants	455	366	341	436	471	496	549	591	632				807	900
Participants Carried In	450	362	326	341	431	478	506	554	589				443	618
New Participants Entering Grant	5	4	15	95	40	18	43	37	43				364	282
Total Participants Exiting WI	83	42	12	5	2	3	7	4	6				181	
Entered Unsubsidized Employment	6	6	3	1	0	0	2	1	2				25	80
Training Related	11	4	4	0	0	0	0	0	2				27	20
Entered Military Service	0	0	0	0	0	0	0	0	0				0	8
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0	0	0				0	0
Entered Post-Secondary Education	30	10	6	0	0	0	0	1	0				51	130
Entered Advanced Training	1	1	0	0	0	0	0	0	0				4	5
Attained Recognized Certificate/Diploma/Degree	78	40	10	1	2	0	2	4	1				150	
Attained High School Diploma/GED	77	40	9	0	2	0	2	4	0				143	450
Returned to Secondary School (Youth Only)	1	0	0	1	0	0	0	0	4				6	15
Exits Excluded from Performance	0	1	1	0	0	0	0	0	0				2	
Other Exits	82	40	12	4	2	3	7	4	6				176	40
Program Activities/Services Summary	Enrolled													
Core Services (Registered)	0	0	0	0	0	0	0	0	0				0	
Intensive Services	82	74	73	83	84	87	90	93	98				113	
Training Services	71	67	65	69	71	73	78	80	82				96	
Youth Services	449	362	338	436	470	495	548	590	631				804	
Concurrent Program Participants	334	261	250	323	339	355	381	403	430				562	
Individual Training Accounts	0	0	0	0	0	0	0	0	0				0	
Goals Set (Younger Youth Only)	12	10	31	112	47	41	85	45	96				553	



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Code	Description	Adult		Youth		Dislocated Worker		Totals		Grand Total
		New	Carry Over	New	Carry Over	New	Carry Over	New	Carry Over	
CORE B	10 FOLLOW UP SRVCS CNSLNG	16	22			7	23	23	45	68
	11 STAFF ASSIST JOB DEVELOP	3	4			9		12	4	16
	12 STAFF ASSIST JOB REFER	12	7			11	7	23	14	37
	13 STAFF ASSIST JOB SRCH	19	25			18	19	37	44	81
	14 STAFF ASSIST WRKSHP	2				1		3		3
	15 OTHER CORE SERVICES	2	1			9		11	1	12
	16 NON WIA FUNDED SERVICES									
17 CO-ENROLLED CORE SERVICES		3			20	3	20	6	26	
INTENSIVE	30 CASE MGMT FOR PARTIC	16	24	96	133	21	11	133	168	301
	31 COMPREHENSIVE ASSESSMNTS	5	1			17	2	22	3	25
	32 DEVELOP INDIV EMPL PLAN	4	1	1	1	19	3	24	5	29
	33 GROUP COUNSELING									
	34 EMPL EXPERIENCE			18	23			18	23	41
	35 INDIV CNSLNG CAREER PLAN			2				2		2
	36 OUT OF AREA JOB SEARCH									
	37 RELOCATION EXPENSES									
	38 SHORT TERM PREVOC SRVCS					1		1		1
	39 INTERNSHIPS									
	40 OTHER INTENSIVE SRVCS	5	1			11	2	16	3	19
	41 NONWIA FUND INTENS SRVCS									
42 CO-ENROLLED INTENSIVE SRVCS										
TRAINING	50 ADULT EDUCATION			24	12			24	12	36
	51 CUSTOMIZED TRAINING									
	52 ENTREPRENEURIAL TRAINING				1				1	1
	53 JOB READINESS TRAINING			18	9			18	9	27
	54 OCCUP SKILLS TRAINING	12	26	45	35	14	5	71	66	137
	55 ON THE JOB TRAINING	5				1		6		6
	56 PRIVATE SECTOR TRAINING									
	57 SKILL UPGRADNG RETRNG									
	58 WRKPLCE TRNG AND COOP ED									
	59 OTHER TRAINING SRVCS									
60 NON-WIA FUNDED TRNG SRVCS	15	10			13	8	28	18	46	
61 CO-ENROLLED TRAINING SRVCS										
YOUTH	70 SUMMER RELATED									
	71 EDUCATNL ACHVMNT SRVCS			477	256			477	256	733
	72 EMPLOYMENT SERVICES			187	154			187	154	341
	73 CITIZEN LEADERSHIP SRVCS				1				1	1
	74 OTHER YOUTH SERVICES									
	75 NONWIA FUNDED YOUTH SRVCS									
76 CO-ENROLLED YOUTH SRVCS										
MISC.	80 OTHER JTPA									
	81 SUPPORTIVE SERVICES	41	46	6	23	48	17	95	86	181
	82 NEEDS RELATED PAYMENT									
	83 BREAK IN SERVICE									
	84 NON-WIA FUNDED MISC									
	85 CO-ENROLLED MISCELLANEOUS									
	86 BRK IN SERV - HEALTH/MED			1				1		1
	TOTAL	157	171	875	648	220	100	1252	919	2,171

WIA Participant Characteristics Summary

Report Period: 7/2004 to 03/2005

Data as of: 04/22/2005

	Adult		Dislocated Workers		Older Youth		Younger Youth		All Programs	
	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Total
Total Participants	217	100.0%	155	100.0%	200	100.0%	807	100.0%	1,379	100.0%
Gender										
Female	163	75.1%	79	51.0%	133	66.5%	433	53.7%	808	58.6%
Male	92	42.4%	76	49.0%	67	33.5%	374	46.3%	609	44.2%
Age										
14 - 18	3	1.4%	0	0.0%	0	0.0%	807	100.0%	810	58.7%
19 - 21	33	15.2%	3	1.9%	200	100.0%	0	0.0%	236	17.1%
22 - 29	65	30.0%	41	26.5%	0	0.0%	0	0.0%	106	7.7%
30 - 44	90	41.5%	60	38.7%	0	0.0%	0	0.0%	150	10.9%
45 - 54	17	7.8%	35	22.6%	0	0.0%	0	0.0%	52	3.8%
55 - 61	8	3.7%	14	9.0%	0	0.0%	0	0.0%	22	1.6%
62 - 64	1	0.5%	1	0.6%	0	0.0%	0	0.0%	2	0.1%
65 and Older	0	0.0%	1	0.6%	0	0.0%	0	0.0%	1	0.1%
Race/Ethnicity										
America Indian/Alaskan Native	5	2.3%	4	2.6%	2	1.0%	8	1.0%	19	1.4%
Asian	19	8.8%	8	5.2%	32	16.0%	162	20.1%	221	16.0%
Black/African American	16	7.4%	15	9.7%	18	9.0%	54	6.7%	103	7.5%
Hawaiian Native/Other Pacific Islander	3	1.4%	4	2.6%	1	0.5%	9	1.1%	17	1.2%
White	91	41.9%	59	38.1%	22	11.0%	119	14.7%	291	21.1%
Ethnicity Hispanic or Latino	89	41.0%	70	45.2%	127	63.5%	485	60.1%	771	55.9%
Veterans Status										
Total Veterans	12	5.5%	16	10.3%	1	0.5%	0	0.0%	29	2.1%
Campaign Veteran	10	4.6%	12	7.7%	0	0.0%	0	0.0%	22	1.6%
Disabled Veteran	3	1.4%	1	0.6%	0	0.0%	0	0.0%	4	0.3%
Recently Separated Veteran	4	1.8%	3	1.9%	1	0.5%	0	0.0%	8	0.6%
Spouse of Veteran	2	0.9%	3	1.9%	0	0.0%	0	0.0%	5	0.4%
Labor Force Status				0.0%						
Employed	85	39.2%	17	11.0%	26	13.0%	30	3.7%	158	11.5%
Unemployed	132	60.8%	136	87.7%	174	87.0%	776	96.2%	1,218	88.3%
Public Assistance Status										
TANF	13	6.0%	3	1.9%	17	8.5%	258	32.0%	291	21.1%
GA, RCA, or SSI	4	1.8%	4	2.6%	7	3.5%	62	7.7%	77	5.6%
Pell Grant Recipient	19	8.8%	7	4.5%	7	3.5%	3	0.4%	36	2.6%
Food Stamps	44	20.3%	17	11.0%	31	15.5%	313	38.8%	405	29.4%
Education Status										
Student, High School or Less	7	3.2%	4	2.6%	1	0.5%	680	84.3%	692	50.2%
Student, Attending Post High School	57	26.3%	12	7.7%	10	5.0%	5	0.6%	84	6.1%
Out-of-School, High School Dropout	8	3.7%	8	5.2%	40	20.0%	24	3.0%	80	5.8%
Out-of-School, High School Grad, with Employ Difficulty	46	21.2%	50	32.3%	146	73.0%	96	11.9%	338	24.5%
Out-of-School, HSG, No Employ Diff. (Counted as In-School)	99	45.6%	81	52.3%	3	1.5%	2	0.2%	185	13.4%
Unemployment Insurance Status										
UI Claimant	19	8.8%	106	68.4%	7	3.5%	2	0.2%	134	9.7%
UI Exhaustee	12	5.5%	27	17.4%	2	1.0%	0	0.0%	41	3.0%
Barriers To Employment										
Disabled	6	2.8%	3	1.9%	9	4.5%	149	18.5%	167	12.1%
Limited Eng. Proficiency	4	1.8%	5	3.2%	14	7.0%	84	10.4%	107	7.8%
Single Parent	52	24.0%	24	15.5%	29	14.5%	21	2.6%	126	9.1%
Worker Profiling/Reemployment Services Referral	2	0.9%	9	5.8%	0	0.0%	0	0.0%	11	0.8%
Low Income	116	53.5%	66	42.6%	197	98.5%	760	94.2%	1,139	82.6%
Displaced Homemaker	1	0.5%	0	0.0%	1	0.5%	0	0.0%	2	0.1%
Offender	13	6.0%	8	5.2%	17	8.5%	57	7.1%	95	6.9%
Homeless	2	0.9%	2	1.3%	11	5.5%	9	1.1%	24	1.7%
Runaway Youth	0	0.0%	0	0.0%	4	2.0%	8	1.0%	12	0.9%
Pregnant/Parenting Youth	0	0.0%	0	0.0%	44	22.0%	44	5.5%	88	6.4%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	195	97.5%	796	98.6%	991	71.9%
Basic Literacy Skills Deficient	60	27.6%	80	51.6%	190	95.0%	760	94.2%	1,090	79.0%
Substance Abuse	1	0.5%	0	0.0%	4	2.0%	27	3.3%	32	2.3%
Foster Youth	0	0.0%	0	0.0%	1	0.5%	25	3.1%	26	1.9%



The Quick Look

A Merced County Labor Market Review - March 2005

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

Labor Force and Industrial Employment

Merced County Data not adjusted for Seasonality	March 2004 Benchmark					
	Mar 04	Jan 05	Feb 05	Mar 05	Percent Change	
			Revised	Prelim.	Month	Year
Civilian Labor Force	96,600	98,100	99,000	98,300	-0.7%	1.8%
Civilian Employment	82,800	85,600	86,100	86,600	0.6%	4.6%
Civilian Unemployment	13,800	12,500	12,900	11,700	-9.3%	-15.2%
Civilian Unemployment Rate	14.3%	12.7%	13.0%	11.9%		
(CA Unemployment Rate)	7.0%	6.3%	6.2%	5.7%		
(U.S. Unemployment Rate)	6.0%	5.7%	5.8%	5.4%		
Total, All Industries	63,500	65,000	65,000	66,200	1.8%	4.3%
Total Farm	8,000	7,700	7,600	7,900	3.9%	-1.3%
Total Nonfarm	55,500	57,300	57,400	58,300	1.6%	5.0%
Total Private	42,000	43,900	43,600	44,200	1.4%	5.2%
Goods Producing	13,200	14,900	14,700	14,800	0.7%	12.1%
Construction	3,100	3,600	3,500	3,600	2.9%	16.1%
Manufacturing	10,100	11,300	11,200	11,200	0.0%	10.9%
Durable Goods	1,700	1,600	1,600	1,600	0.0%	-5.9%
Nondurable Goods	8,400	9,700	9,600	9,600	0.0%	14.3%
Food Man & Beverage & Tobacco	6,700	8,100	8,000	8,000	0.0%	19.4%
Residual - Textile Mills	1,700	1,600	1,600	1,600	0.0%	-5.9%
Service Providing	42,300	42,400	42,700	43,500	1.9%	2.8%
Private Service Producing	2,880	29,000	28,900	29,400	1.7%	2.1%
Trade, Transportation and Utilities	10,600	10,900	10,800	10,900	0.9%	2.8%
Wholesale Trade	1,300	1,400	1,400	1,400	0.0%	7.7%
Retail Trade	7,300	7,700	7,600	7,600	0.0%	4.1%
Food and Beverage Stores	1,500	1,500	1,500	1,600	6.7%	6.7%
General Merchandise Stores	1,500	1,700	1,700	1,600	-5.9%	6.7%
Residual - Miscellaneous Store Retailers	4,300	4,500	4,400	4,400	0.0%	2.3%
Transportation, Warehousing and Utilities	2,000	1,800	1,800	1,900	5.6%	-5.0%
Information	1,500	1,400	1,400	1,400	0.0%	-6.7%
Financial Activities	1,600	1,800	1,800	1,800	0.0%	12.5%
Finance and Insurance	1,000	1,000	1,000	1,000	0.0%	0.0%
Real Estate and Rental and Leasing	600	800	800	800	0.0%	33.3%
Professional and Business Services	3,300	3,300	3,400	3,600	5.9%	9.1%
Educational and Health Services	5,500	5,500	5,400	5,400	0.0%	-1.8%
Leisure and Hospitality	4,600	4,500	4,500	4,700	4.4%	2.2%
Food Services and Drinking Places	3,900	3,900	3,900	4,000	2.6%	2.6%
Residual - Arts, Entertainment, and Recreation	700	600	600	700	16.7%	0.0%
Other Services	1,700	1,600	1,600	1,600	0.0%	-5.9%
Government	13,500	13,400	13,800	14,100	2.2%	4.4%
Federal Government	800	800	800	800	0.0%	0.0%
State Government	500	500	700	700	0.0%	40.0%
Local Government	12,200	12,100	12,300	12,600	2.4%	3.3%

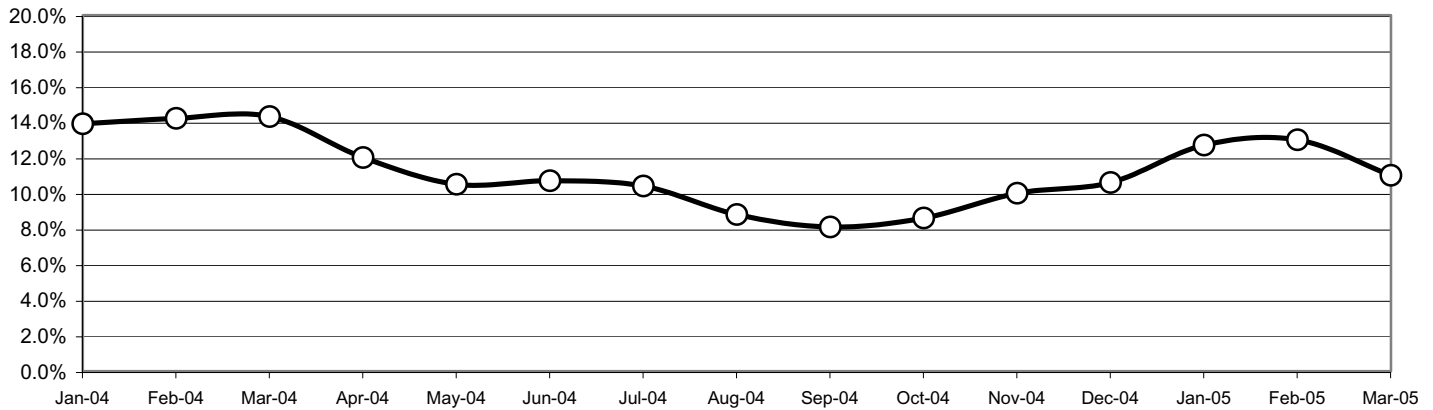
The County continues with one of the highest unemployment rates in the State, ranking 56th out of 58 counties in the Month of March. The preliminary result is a decrease of 1.1 percentage point in the unemployment rate from the revised February rate. This preliminary figure is a decrease of 2.4 percentage point from the unemployment rate of one year ago.

Overall, the County's Civilian Labor Force decreased by 700 persons over last month's figure. Industrial employment increased by 1,200 jobs in March over February's figures.

The Quick Look

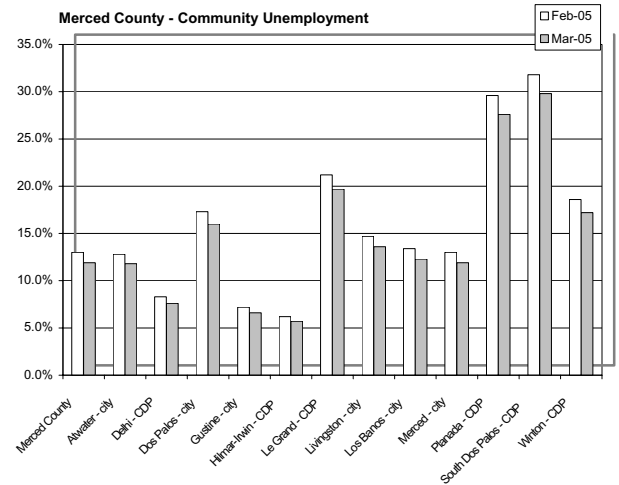
A Merced County Labor Market Review - March 2005

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	98,300	86,600	11,700	11.9%
Atwater City	11,600	10,200	1,400	11.8%
Delhi CDP	3,800	3,500	300	7.6%
Dos Palos City	1,900	1,600	300	16.0%
Gustine City	2,400	2,200	200	6.6%
Hilmar-Irwin CDP	2,600	2,500	100	5.7%
Le Grand CDP	600	500	100	19.7%
Livingston City	4,900	4,200	700	13.6%
Los Banos City	12,200	10,700	1,500	12.3%
Merced City	29,100	25,600	3,500	11.9%
Planada CDP	1,700	1,200	500	27.6%
South Dos Palos CDP	400	300	100	29.8%
Winton CDP	3,700	3,100	600	17.2%



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 a yearly low of 11.0 percent to a yearly high of 17.3 percent in 1992.

The County's unemployment rate is the third highest in the state. Merced County saw a decrease in the unemployment rate of 2.4 percentage point below February's revised unemployment rate. All seven counties (Merced, Mariposa, Madera, Fresno, San Benito, San Joaquin, and Stanislaus) saw decreases in their unemployment rate.

Seven County Quick Look

County	Rank	Labor Force	Employ	Unemployed	Rate
Merced	56	98,300	86,600	11,700	11.9%
Madera	40	59,600	54,200	5,400	9.1%
Mariposa	35	8,060	7,410	650	8.0%
Fresno	49	393,700	351,500	42,200	10.7%
San Benito	48	25,600	23,000	2,700	10.4%
San Joaquin	38	282,900	259,200	23,700	8.4%
Stanislaus	41	226,600	205,500	21,100	9.3%

Seven County Unemployment Rate

