

TO: WIB Quality Assurance Committee

DATE: 04/30/04

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Worknet Employment Resource Center Management Tools

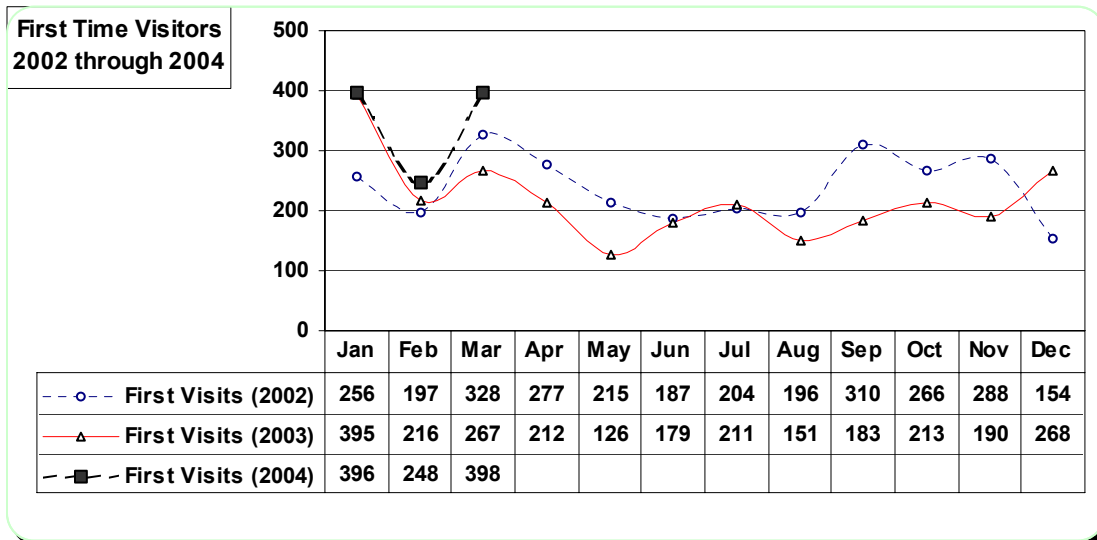
PROPOSED MOTION(S): Information/Discussion Only.

DISCUSSION: The Quality Assurance Committee has been reviewing reports that reflect jobseeker activity, performance and customer satisfaction at the One-Stop. The first report is the Customer Service Data Report for March 2004. The second document is the WIA Report Summary and Participant Characteristics Summary. The final report is the local WIA Performance Detail Report for July 2003 through March 2004.

ATTACHMENT(S):

- 1. Customer Service Data Report for March 2004**
- 2. WIA Report Summary and Participant Characteristics Summary**
- 3. WIA Performance Detail Report for July 2003 through March 2004**

WorkNet Customer Service Data for March 2004



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of March 2004. Data presented in this report are by all locations and then by individual location (Merced, Livingston, and Los Banos). The following text is for all Locations.

Customers

In the month of March 2004, all locations recorded 5,288 sign-ins with 1,897 customers returning the Day Pass and 398 first time visitors. Afternoon was the most popular time for customers to use our services, with 1,046 customers. Morning received 778 responses from our customers.

Customer Employment Status

Of the 1,897 customers that returned the day pass, 30 said they are employed full-time; 23 responded with part-time employment; and 40 responded with temporary employment. One thousand seven customers responded with not employed. Seven hundred ninety-seven customers did not respond to this question.

How did you hear about us?

Returning customers complete this question during the first full week of March and then receive a shorten version of the Day Pass which excludes this question. One hundred seventy-two returning customers responded to this question with 47 responses of walk-in. The next most frequent response was Family/Friend with 31 responses. Of the 398 first time visitors, 216 responded to this question. EDD was the most frequent response

Customer Service Data for March 2004

with 58 responses. Family/Friend with 50 responses, was the next most frequent response. Walk-in was the 3rd most frequent response with 48 responses.

Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.53 and 9.61 with "Did we help you today?" receiving the highest rating of 9.61. For customers that rated our services with a five or less, "Were you satisfied with the services?" had the highest dissatisfaction with 9 responses.

How do our customers use our services?

In the month of March, our customers report using the computer most often with 1,333 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (614); Resume/Cover Letter was second with 200 responses.

For non-computer related services, Plato Lab was the most often used service by our customers, with 344 responses. Fax was the next most often used service with 278 responses.

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

Job Listings (251)	Telephone (228)	Copier (193)	Resource Library (29)
Workshop (28)	Skills Certificate (23)	Typewriter (20)	
Orientation (16)			

First Impressions (First Time Customers)

For the month of March, all locations recorded 398 first time customers. Three hundred thirty-three of our first time customers would refer our services to others (3 participants would not refer our services to others). Customers Satisfaction questions received ratings from 9.67 to 9.74 with "Did you get the information you needed" and "Were you satisfied with the services?" having the highest rating.

Have questions, comments, or suggestions about this monthly report, please email them to pitd26@co.merced.ca.us.

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

	Mar 03	Jan 04	Feb 04	Mar 04
Daily Sign-ins	5,634	5,029	4,464	5,288
Daily Questionnaires	3,209	1,688	1,552	1,897
First Visit	267	396	248	398

Customer Satisfaction

Courtesy of Staff	9.49	9.52	9.61	9.53
Time it took for staff to assist you	9.51	9.55	9.59	9.57
Did you get the information you needed	9.50	9.54	9.62	9.60
Were you satisfied with the services?	9.48	9.51	9.65	9.56
Did we help you today?	9.46	9.51	9.64	9.61

What did our customer use?

Computer	2,038	1,262	1,060	1,333
CalJobs/Internet Job Search	1,001	636	536	614
Resume/Cover Letter	351	191	170	200
Typing Practice	174	84	62	86
Typing Certificate	63	27	22	38
Career Exploration	108	57	48	67
Job Listing	668	265	212	251
Fax	364	229	201	278
Copier	296	195	159	193
Telephone	449	247	198	228
Typewriter	54	20	17	20
Resource Library	67	36	32	29
Skills Certificate	41	17	14	23
Plato Lab	573	262	224	344
Workshop	69	22	12	26
Orientation	32	22	12	16

How did you hear about us?

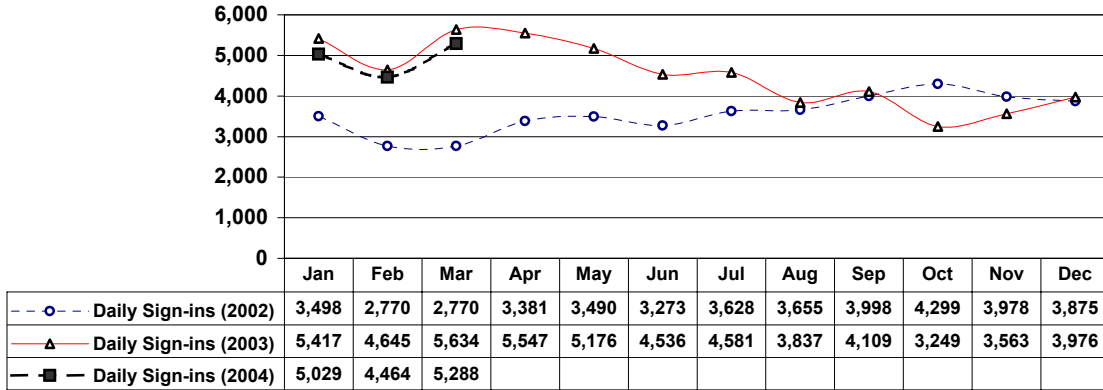
Newspaper ad	18	36	58	24
Radio ad	5	6	6	2
Flyer/Brochure	3	7	1	7
Friend/Family	36	27	19	31
EDD	26	29	22	25
Merced Mall	2	2	1	1
Billboard	5	0	1	0
TV ad	1	0	1	0
Internet	2	8	5	8
Walk-in	27	62	48	47
CalWORKs	7	25	30	20
Phonebook	4	4	7	7

Na = Not Asked

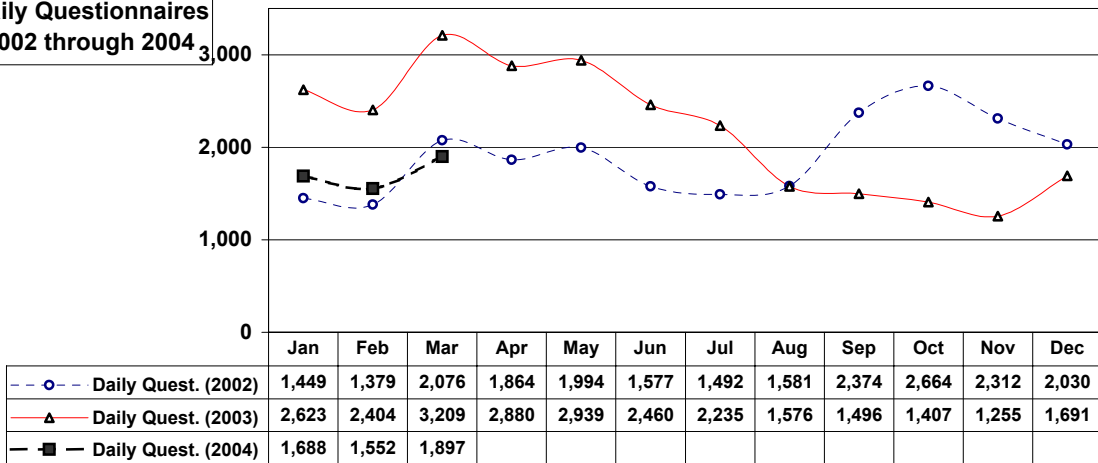
Marketing advertisements for March 2004.
03/9-13, 16-20, 23-27, 30, 31/2004: Various Newspaper Ads
Worknet Signs placed inside all Merced "The Bus" buses.

**WorkNet - Annual Comparison
2002 through 2004**

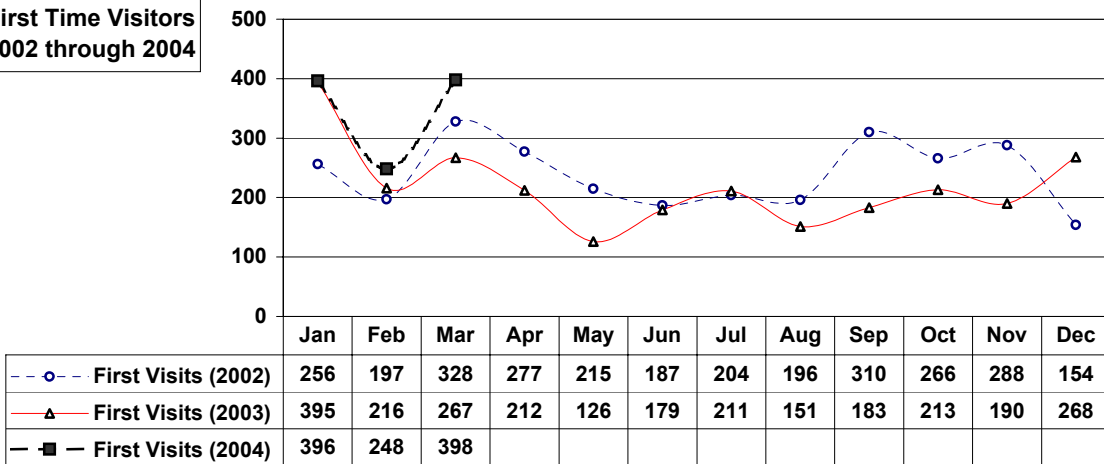
**Daily Sign-ins
2002 through 2004**



**Daily Questionnaires
2002 through 2004**



**First Time Visitors
2002 through 2004**



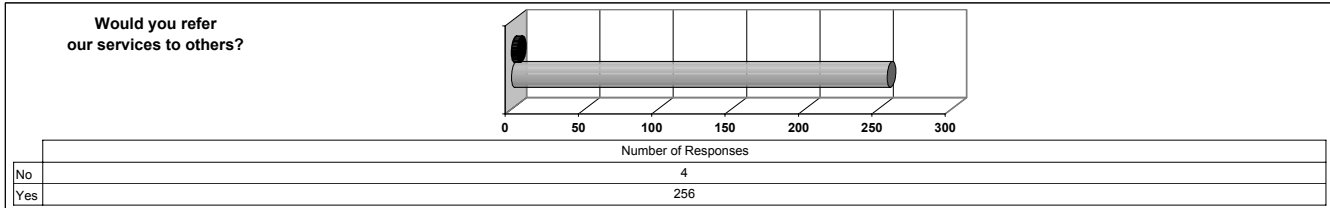
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
All Locations - March 2004
Excludes First Time Visitors - See First Impressions

Number of sign-ins	5,288
Number of questionnaires	1,897
Number of First Visitors*	398
*Merced	324
*Los Banos	73
*Livingston	1

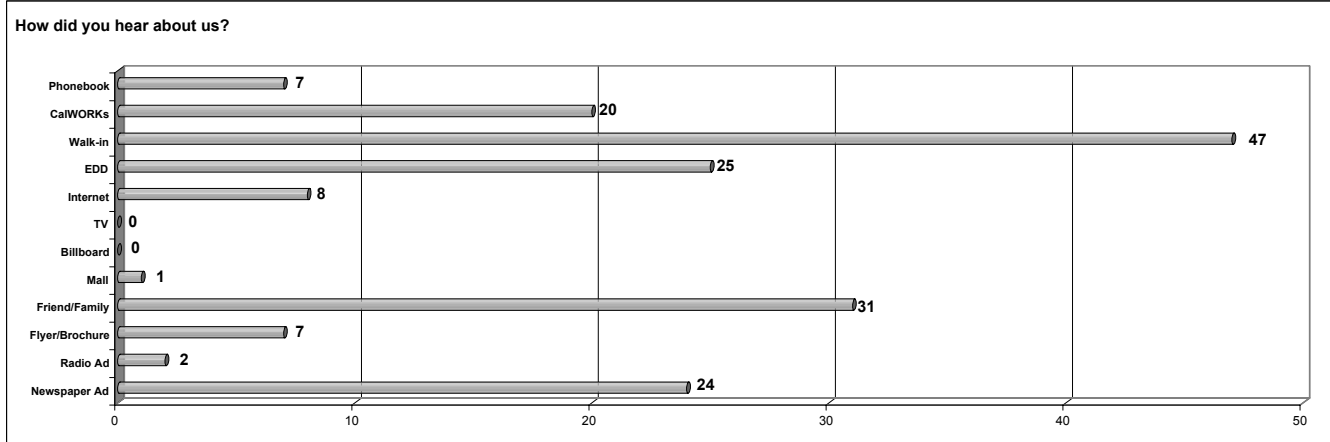
36%

Employed?	#	%
Full-time	30	1.6%
Part-time	23	1.2%
Temporary	40	2.1%
Not Employed	1007	53.1%
No Answer	797	42.0%

Time of Visit	#
Morning	778
Afternoon	1,046
After 5	2
No Answer	71



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	1,614	4	0	2	0	2	2	5	11	27	230	9.53
Time it took for staff to assist you	1,615	4	0	1	0	2	1	7	12	20	235	9.57
Did you get the information you needed?	1,613	4	0	1	0	3	2	3	10	19	242	9.60
Were you satisfied with the services?	1,613	2	1	1	0	5	1	3	14	26	231	9.56
Did we help you today?	1,615	2	1	1	1	2	0	3	9	33	230	9.61



Service Data

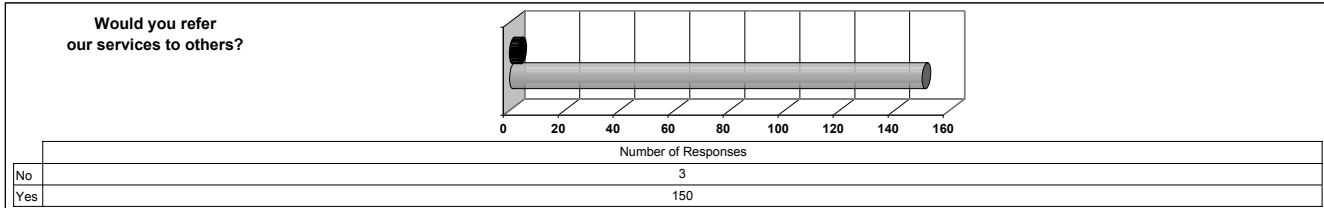
March	1	2	3	4	5	8	9	10	11	12	13	15	16	17	18	19	20	22	23	24	25	26	27	29	30	31	Total	
Day of Week	M	T	W	TH	F	M	T	W	TH	F	S	M	T	W	TH	F	S	M	T	W	TH	F	S	M	T	W	Total	
Number of Questionnaires	85	63	66	51	49	99	88	96	86	95	1	104	79	102	84	67	5	80	78	63	95	69	30	82	68	112	1,897	
Computer	54	46	47	34	32	67	63	67	51	68	1	76	61	79	51	54	5	57	45	44	66	54	28	60	42	81	1,333	
CalJobs/Internet Job Search	26	31	23	15	11	21	31	35	24	35	1	40	22	31	23	18		30	29	25	23	29	11	29	13	38	614	
Resume/Cover Letter	13	7	6	7	4	6	8	8	6	15		8	5	10	4	11		9	5	4	10	11	7	12	8	16	200	
Typing Practice	5	4	4		5	4	5	5	2	4		6	3	5		5		1	4	4	2	3	2	3	3	7	86	
Typing Certificate	1		1	1	4	5	5	4		4		1		1	2	3				1		3		1		1	38	
Career Exploration	4	3	4	2	4	2	4	1	1	4		1	2	3	2	2	5	3	2	1	3	2		4	2	6	67	
Job Listing	17	13	7	8	9	13	13	4	10	14		16	7	9	6	8		10	11	8	10	10	6	14	11	17	251	
Fax	20	8	9	10	8	11	17	9	15	22		13	15	6	9	11		12	13	12	11	9	3	14	9	12	278	
Copier	13	6	7	7	8	7	4	7	9	12		7	7	6	9	6		6	7	8	10	7	2	8	10	20	193	
Telephone	16	13	4	4	7	4	11	6	6	10		17	7	12	9	7		5	12	8	15	12	2	12	8	21	228	
Typewriter	1	2	1		3	4			2	1										1	1					1	2	20
Resource Library	2	1		1	3	3	2			1		2	1	4	2	1			2		2	1		1			29	
Skills Certificate			1		1	1		1	2			3	1	2	5	2		1				1			2		23	
Plato Lab	13	10	15	12	11	26	13	21	16	12		23	14	15	19	7		12	21	5	12	11	2	14	19	21	344	
Workshop	2	4	2		2		1	1		1			1	2					2	1	2	3		1		3	28	
Orientation	2	1		1					4			1	1	1	1	2		1		1						1	16	

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

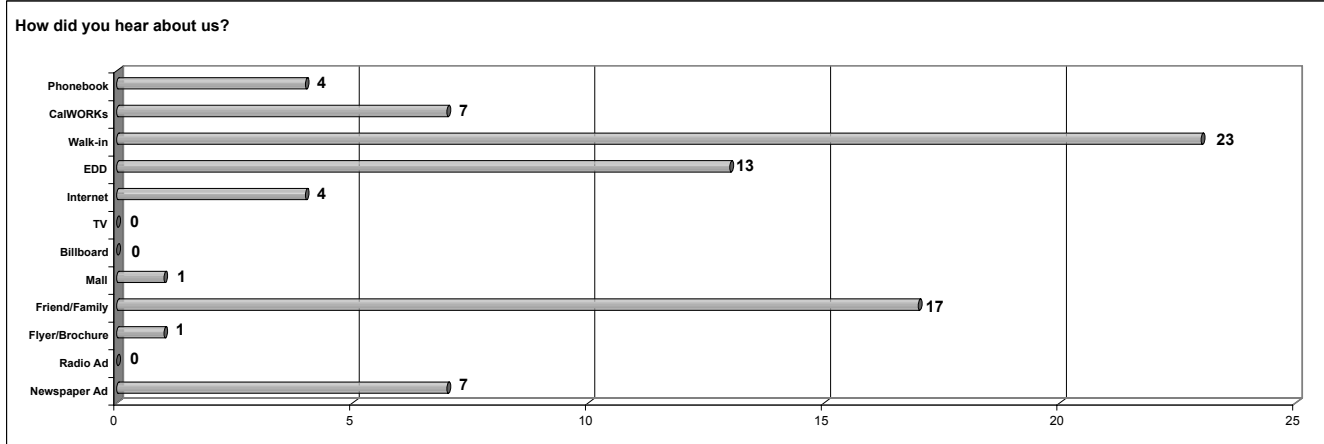
Number of sign-ins	3,015	
Number of questionnaires	1,010	33%
Number of First Visitors*	324	

Employed?	#	%
Full-time	20	2.0%
Part-time	10	1.0%
Temporary	37	3.7%
Not Employed	932	92.3%
No Answer	11	1.1%

Time of Visit	#
Morning	246
Afternoon	722
After 5	1
No Answer	41



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	835	1	0	0	0	2	1	4	5	21	141	9.62
Time it took for staff to assist you	834	1	0	0	0	4	1	4	8	15	145	9.57
Did you get the information you needed?	835	1	0	0	0	2	1	2	5	15	149	9.69
Were you satisfied with the services?	834	1	0	0	0	3	1	2	8	19	142	9.61
Did we help you today?	835	1	0	0	0	2	0	2	6	22	142	9.66



Service Data

	March	1	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26	27	29	30	31	Total	
Day of Week	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	S	M	T	W			
Number of Questionnaires	29	19	29	28	28	60	55	55	43	64	51	39	64	39	45	41	28	31	49	45	30	42	49	47		1,010	
Computer	24	15	24	20	22	49	43	41	28	49	42	36	57	31	41	30	21	25	44	40	28	35	35	42		822	
CalJobs/Internet Job Search	6	7	8	6	7	12	16	19	7	19	15	4	13	11	10	8	12	10	9	19	11	10	7	12		258	
Resume/Cover Letter	5	1	2	5	1	2	5	4	3	10	3	2	7	2	8	3	4		5	9	7	6	8	8		110	
Typing Practice	1	2	2		3	2	3	3		4	6	2	3		4		2	3	1	1	2	3	3	4		54	
Typing Certificate				1	3	4	4	3		4	1		1	2	3			1		2			1		1		31
Career Exploration	3	1	1		4	2	4			2	1	1	2	1	2	3	2		1	1		2	2	1		36	
Job Listing	8	5	5	5	7	10	8	3	6	10	7	3	6	2	8	6	6	4	5	5	6	9	11	9		154	
Fax	5	2	6	7	4	8	10	4	7	16	6	6	1	4	6	6	3	5	5	5	3	6	8	1		134	
Copier	4	2	2	5	4	3	2	7	6	8	1	1	4	4	3	3	4	6	6	5	2	4	9	9		104	
Telephone	7	2		2	5	3	5	1	1	6	7		6	2	4	3	4	2	6	8	2	3	7	6		92	
Typewriter	1		1		1	1			1	1									1	1				1	2		11
Resource Library					3	2	2			1			3	1	1												13
Skills Certificate					1	1			1		1		2	2	2					1			2				13
Plato Lab	2	2	5	4	4	4	2	4	3	2	2	1	2	2	1	3	1	1	1	2	2		6	2		58	
Workshop			1		2		1			1			1					2	1		1						10
Orientation	2											1	1				1										5

WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)

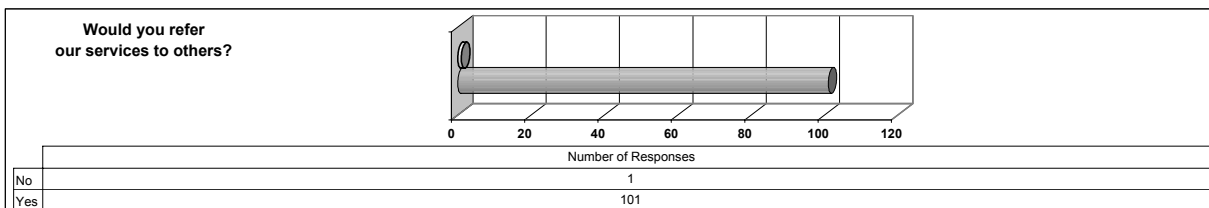
Los Banos - March 2004

Excludes First Time Visitors - See First Impressions

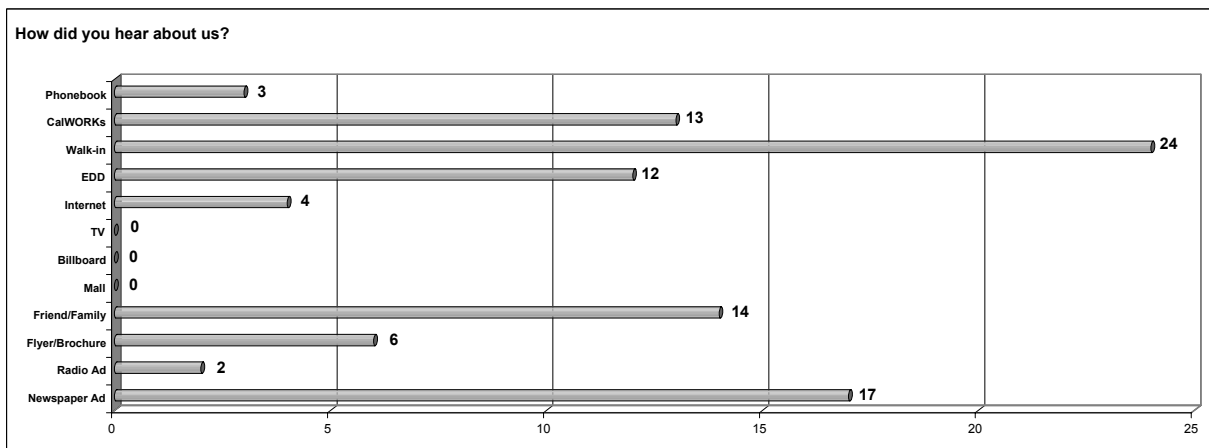
Number of sign-ins	2,257	
Number of questionnaires	881	39%
Number of First Visitors*	73	

Employed?	#	%
Full-time	10	1.1%
Part-time	13	1.5%
Temporary	3	0.3%
Not Employed	69	7.8%
No Answer	786	89.2%

Time of Visit	#
Morning	529
Afternoon	321
After 5	1
No Answer	30



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	778	3	0	2	0	0	1	1	5	6	85	9.38
Time it took for staff to assist you	780	3	0	3	0	0	0	3	3	5	86	9.34
Did you get the information you needed?	777	3	0	1	0	1	1	1	4	4	89	9.44
Were you satisfied with the services?	778	1	1	1	0	2	0	1	5	7	85	9.48
Did we help you today?	779	1	1	1	1	0	0	1	2	11	84	9.53



Service Data

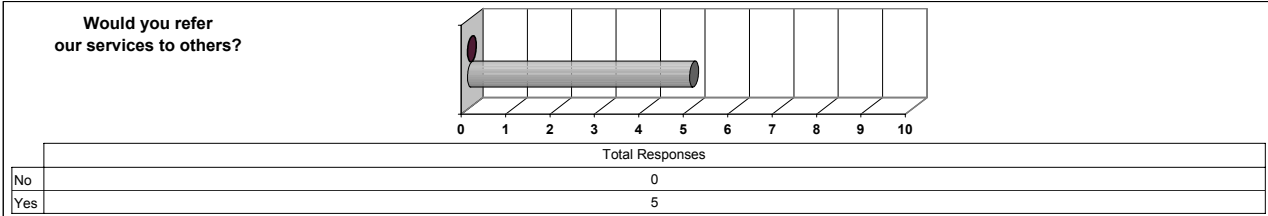
	March																															
Day of Week	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	S	M	T	W	TH	F	M	T	W	TH	F	M	T	W	Total		
Number of Questionnaires	54	44	36	23	20	39	33	41	42	31	53	40	38	45	22	5	39	50	32	46	24	40	19	65						881		
Computer	29	31	22	14	9	18	20	26	22	19	34	25	22	20	13	5	27	24	19	22	14	25	7	39						506		
CalJobs/Internet Job Search	20	24	14	9	3	9	15	16	16	16	25	18	18	12	8		22	17	15	14	10	19	6	26						352		
Resume/Cover Letter	7	6	3	2	2	4	3	4	3	5	5	3	3	2	3		6	1	4	5	2	6		8						87		
Typing Practice	4	2	1		2	2	2	2	2			1	2		1		1	2	1	1	2		3							31		
Typing Certificate	1		1		1	1	1	1	1												1									7		
Career Exploration	1	2	3	2				1	1	2		1	1	1		5			1	2	1	2		5						31		
Job Listing	9	8	2	3	1	3	5	1	4	4	9	4	3	4			4	5	4	5	5	5		8						96		
Fax	14	6	2	3	3	3	7	5	8	6	7	9	5	5	5		6	10	7	6	4	8	1	11						141		
Copier	9	4	4	2	4	4	2		3	4	6	6	2	5	3		3	3	2	4	2	4	1	11						88		
Telephone	9	11	4	2	2	1	6	5	5	4	10	7	6	7	3		2	8	6	9	4	9	1	15						136		
Typewriter		2			2	3			1			1																		9		
Resource Library	2	1		1		1					2	1	1	1				2		2	1	1								16		
Skills Certificate			1					1	1		2	1		3			1													10		
Plato Lab	11	8	10	8	7	22	11	17	13	10	21	13	13	17	6		9	20	4	11	9	14	13	19						286		
Workshop	2	4	1					1			1	1								2	2	1		3						18		
Orientation		1		1					4		1				2					1				1						11		

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

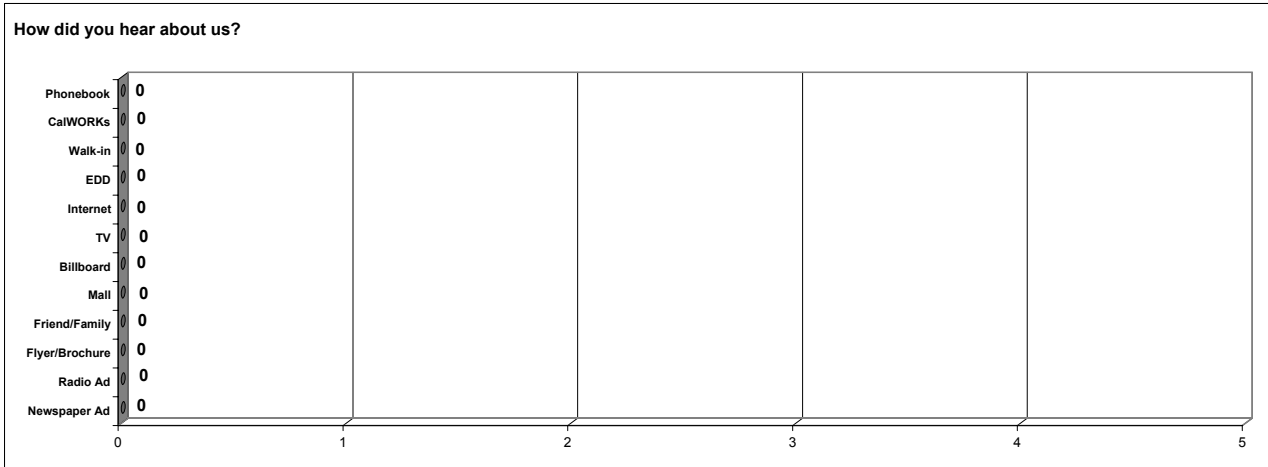
Number of sign-ins	16	
Number of questionnaires	6	38%
Number of First Visitors*	1	

Employed?	#	%
Full-time	0	0.0%
Part-time	0	0.0%
Temporary	0	0.0%
Not Employed	6	100.0%
No Answer	0	0.0%

Time of Visit	#
Morning	3
Afternoon	3
After 5	0
No Answer	0



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	1	0	0	0	0	0	0	0	1	0	4	9.60
Time it took for staff to assist you	1	0	0	0	0	0	0	0	1	0	4	9.60
Did you get the information you needed?	1	0	0	0	0	0	0	0	1	0	4	9.60
Were you satisfied with the services?	1	0	0	0	0	0	0	0	1	0	4	9.60
Did we help you today?	1	0	0	0	0	0	0	0	1	0	4	9.60



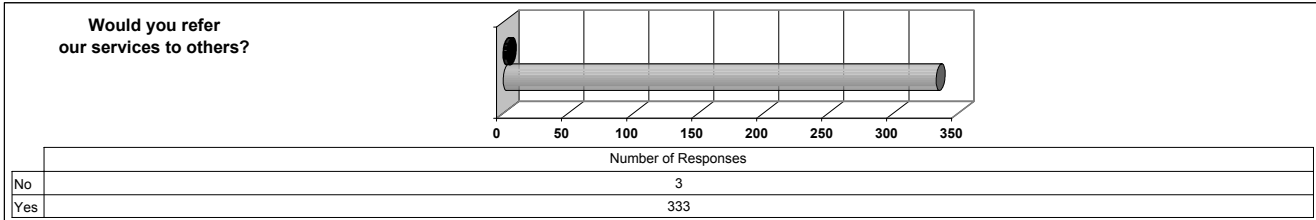
	March																	Total
	1	3	5	11	13													
Day of Week	M	W	F	TH	S													
Number of Questionnaires	2	1	1	1	1													6
Computer	1	1	1	1	1													5
CalJobs/Internet Job Search		1	1	1	1													4
Resume/Cover Letter	1	1	1															3
Typing Practice		1																1
Typing Certificate																		0
Career Exploration																		0
Job Listing			1															1
Fax	1	1	1															3
Copier		1																1
Telephone																		0
Typewriter																		0
Resource Library																		0
Skills Certificate																		0
Plato Lab																		0
Workshop																		0
Orientation																		0

**WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
First Impressions (First Time Visitors) - March 2004**

Number of First Visitors*	398
*Merced	324
*Los Banos	73
*Livingston	1

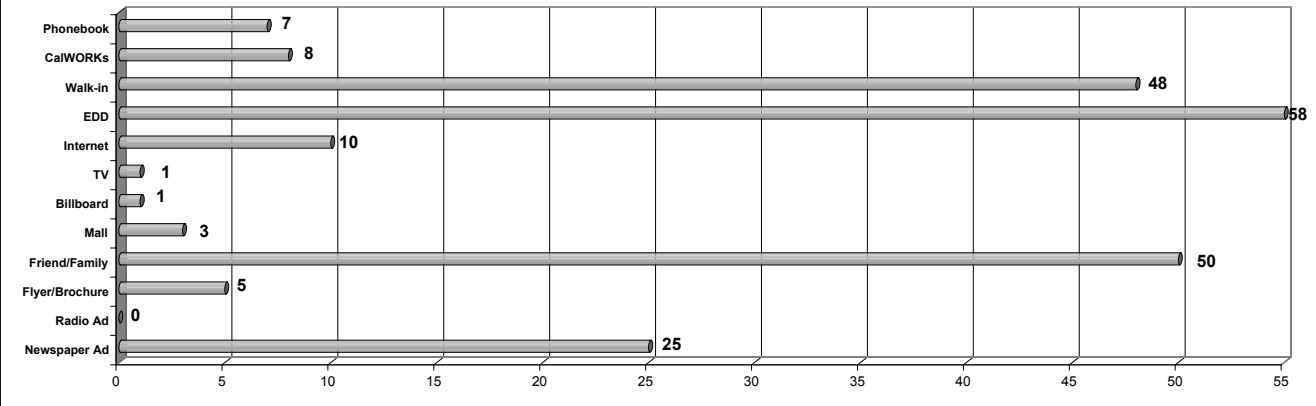
Employed?	#	%
Full-time	29	7.6%
Part-time	14	3.6%
Temporary	2	0.5%
Not Employed	327	85.2%
No Answer	12	3.1%

Time of Visit	#
Morning	158
Afternoon	213
After 5	0
No Answer	27



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	27	1	2	0	2	1	0	3	11	36	315	9.71
Time it took for staff to assist you	28	1	1	1	0	2	5	2	5	29	324	9.73
Did you get the information you needed?	28	0	1	2	0	1	1	4	11	30	320	9.74
Were you satisfied with the services?	30	0	0	1	0	2	2	3	12	36	312	9.74
Did we help you today?	31	2	1	0	0	2	2	3	13	43	301	9.67

How did you hear about us?



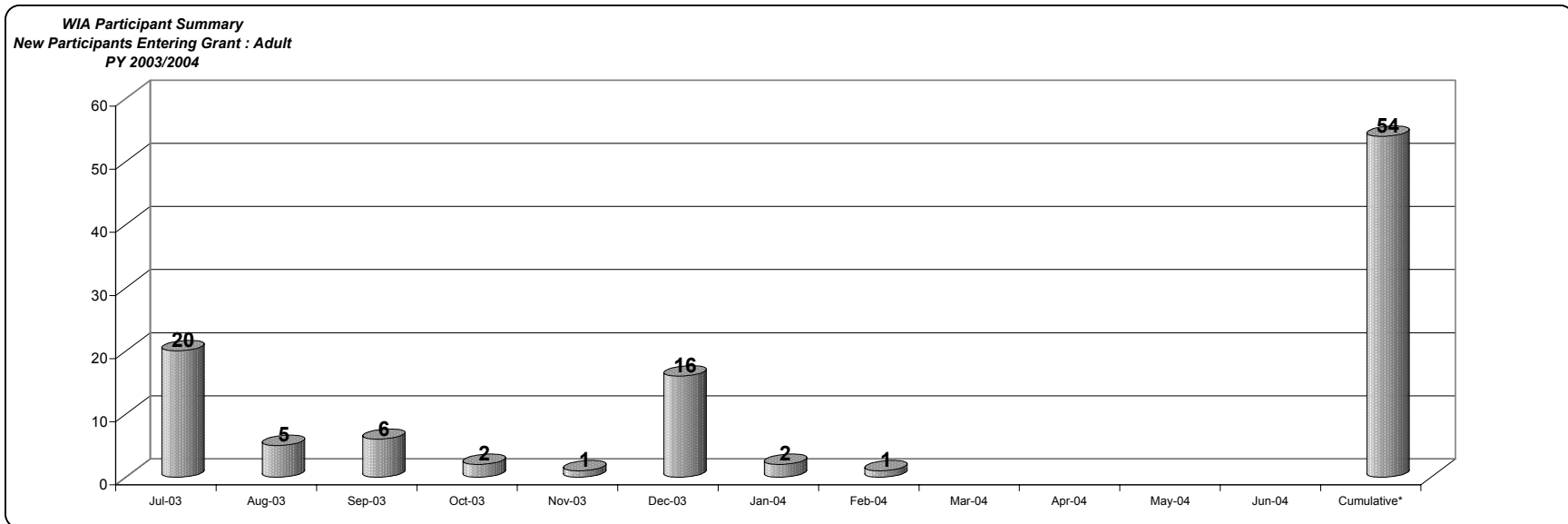
Service Data

March	1	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26	27	29	30	31	Total	
Day of Week	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	S	M	T	W		
Number of Questionnaires	47	38	41	42	28	8	10	8	3	1	15	10	9	17	9	7	6	5	7	14	29	21	12	11	398	
Computer	40	32	34	34	21	4	8	6	3	1	10	9	8	13	5	4	4	3	3	8	23	12	10	7	302	
CalJobs/Internet Job Search	9	6	12	12	2		2	2	1		3	5	2	5	2	2	1	1	1	5	8	3	5	2	91	
Resume/Cover Letter	1	3	2	1							1	1	1					1			2				13	
Typing Practice	1	1		2							1	1		1				1							8	
Typing Certificate		1		5	1					1				2	4	3						1				19
Career Exploration		1					2	2	2		1	3	1									1				13
Job Listing		5	3	4	2	1	3	3	2		1	2	3		3		1	1	1	8		9	3	2	57	
Fax	4	2	3	3	2									1				1				3		1	20	
Copier	3	3	5	4	3		1		1			3						1					1	1	26	
Telephone	2	4	5		2		1											1				1		2	18	
Typewriter												1													2	
Resource Library	1	1					1				1														4	
Skills Certificate					1																			1	2	
Plato Lab		1	1		1	1					1	2		1		1		1	1		1				12	
Workshop		1		1														1						1	4	
Orientation	2	1		3		1	1					1	1	4	1	1			2		1				19	

WIA PARTICIPANT SUMMARY REPORT - ADULT
PY 2003/2004
Report Range 07/2003 to 02/2004

	Adult												Cumulative*	Part. Plan PY 03/04	
	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04			
Total Participants	214	218	224	115	116	132	104	106						248	340
Participants Carried In	194	213	218	113	115	116	102	105						194	260
New Participants Entering Grant	20	5	6	2	1	16	2	1						54	80
Total Participants Exiting WI	1	0	111	0	0	30	0	0						142	130
Entered Unsubsidized Employment	1	0	111	0	0	23	0	0						134	120
Training Related	0	0	23	0	0	8	0	0						31	60
Entered Military Service	0	0	0	0	0	0	0	0						0	
Entered Qualified Apprenticeship Program	0	0	1	0	0	0	0	0						1	
Entered Post-Secondary Education	0	0	0	0	0	0	0	0						0	
Entered Advanced Training	0	0	1	0	0	0	0	0						1	
Attained Recognized Certificate/Diploma/Degree	0	0	25	0	0	12	0	0						37	
Attained High School Diploma/GED	0	0	0	0	0	0	0	0						0	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0	0	0						0	
Exits Excluded from Performance	1	0	0	0	0	0	0	0						1	
Other Exits	0	0	66	0	0	29	0	0						95	40

Program Activities/Services Summary	Enrolled												Cumulative*	PY 03/04	
	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04			
Core Services (Registered)	214	218	224	115	116	132	104	106						248	300
Intensive Services	115	116	118	88	89	106	90	90						140	240
Training Services	59	60	60	46	46	47	51	51						77	80
Youth Services	0	0	0	0	0	0	0	0						0	
Concurrent Program Participants	11	11	11	5	5	6	5	5						12	
Individual Training Accounts	14	14	14	11	11	11	6	6						14	
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0	0						0	

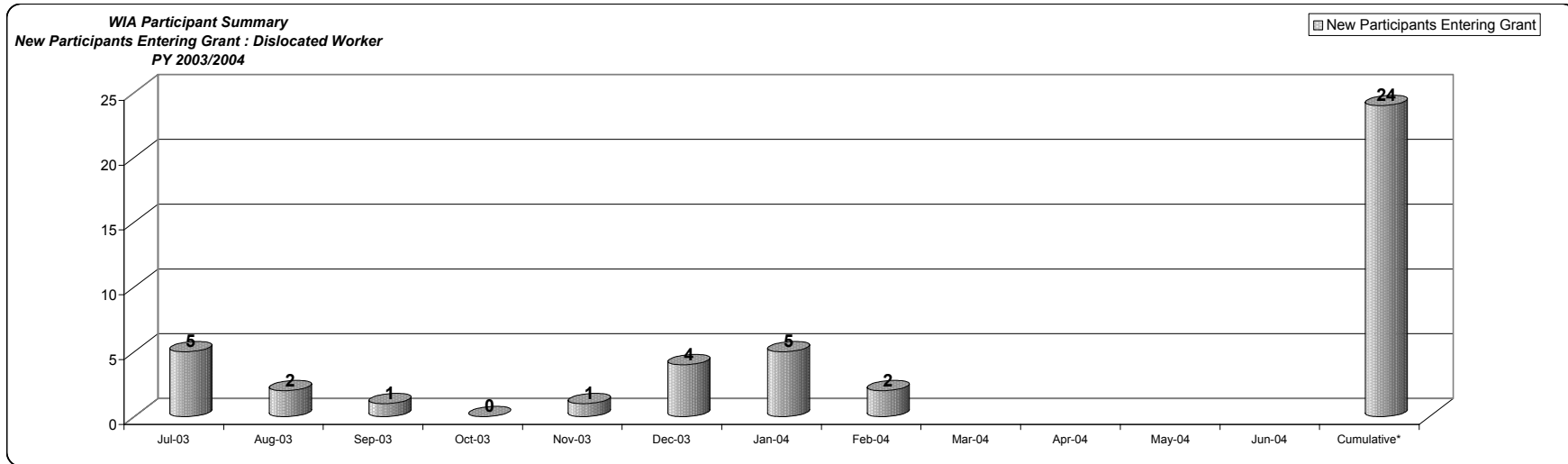


Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER
PY 2003/2004
Report Range 07/2003 to 02/2004

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Cumulative*	Part. Plan PY 03/04
Total Participants	123	124	125	100	101	107	65	67					142	290
Participants Carried In	118	122	124	100	100	103	60	65					118	200
New Participants Entering Grant	5	2	1	0	1	4	5	2					24	90
Total Participants Exiting WI	1	0	25	0	0	49	0	0					75	80
Entered Unsubsidized Employment	1	0	24	0	0	36	0	0					61	90
Training Related	0	0	10	0	0	17	0	0					27	60
Entered Military Service	0	0	0	0	0	0	0	0					0	
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0	0					0	
Entered Post-Secondary Education	0	0	0	0	0	0	0	0					0	
Entered Advanced Training	0	0	0	0	0	0	0	0					0	
Attained Recognized Certificate/Diploma/Degree	0	0	11	0	0	32	0	0					43	
Attained High School Diploma/GED	0	0	0	0	0	0	0	0					0	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0	0	0					0	
Exits Excluded from Performance	0	0	1	0	0	1	0	0					2	
Other Exits	0	0	20	0	0	45	0	0					65	40

Program Activities/Services Summary	Enrolled												PY 03/04	
	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04		
Core Services (Registered)	123	124	125	100	101	107	65	67					142	420
Intensive Services	89	89	92	79	80	84	54	55					105	60
Training Services	49	50	50	42	43	44	25	25					57	60
Youth Services	0	0	0	0	0	0	0	0					0	
Concurrent Program Participants	14	15	15	13	13	15	11	11					20	
Individual Training Accounts	24	24	24	21	21	21	7	7					24	
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0	0					0	

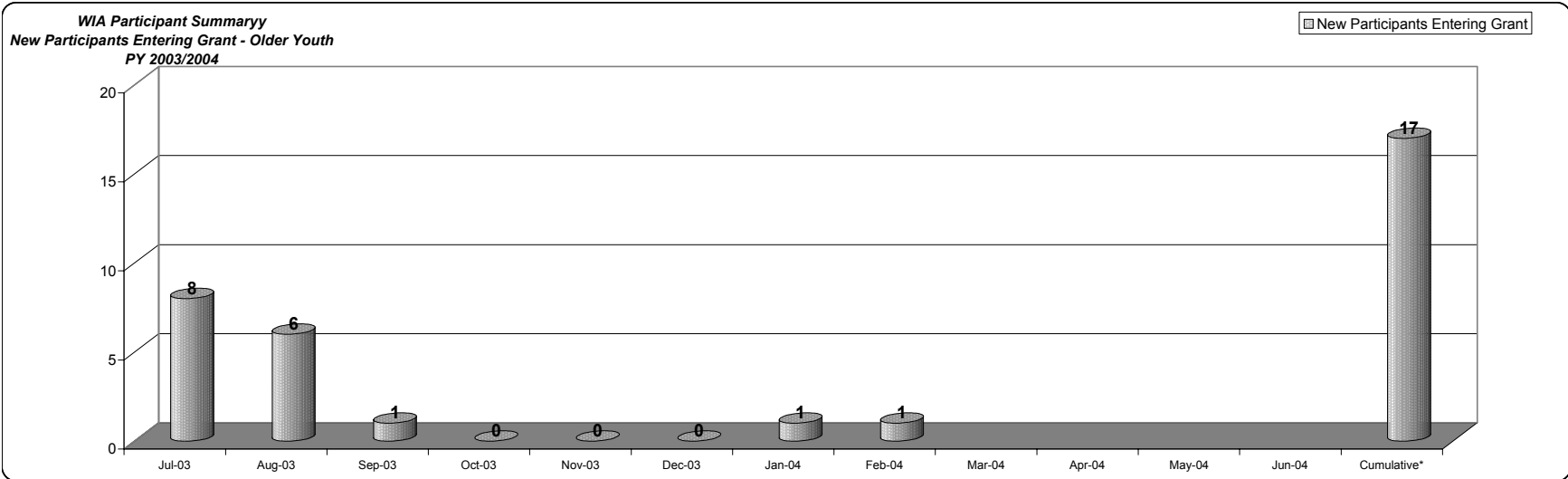


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WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH
PY 2003/2004
Report Range 07/2003 to 02/2004

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Cumulative*	Part. Plan PY 03/04
Total Participants	150	156	157	157	157	152	125	116					159	288
Participants Carried In	142	150	156	157	157	152	124	115					142	163
New Participants Entering Grant	8	6	1	0	0	0	1	1					17	125
Total Participants Exiting WI	0	0	0	0	0	9	6	5					48	100
Entered Unsubsidized Employment	0	0	0	0	0	5	2	3					15	30
Training Related	0	0	0	0	0	3	0	1					5	10
Entered Military Service	0	0	0	0	0	0	0	0					0	
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0	0					0	
Entered Post-Secondary Education	0	0	0	0	0	5	2	0					8	5
Entered Advanced Training	0	0	0	0	0	0	0	0					1	
Attained Recognized Certificate/Diploma/Degree	0	0	0	0	0	0	1	2					4	
Attained High School Diploma/GED	0	0	0	0	0	0	0	0					1	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0	0	0					0	
Exits Excluded from Performance	0	0	0	0	0	1	0	0					4	
Other Exits	0	0	0	0	0	8	5	5					45	20

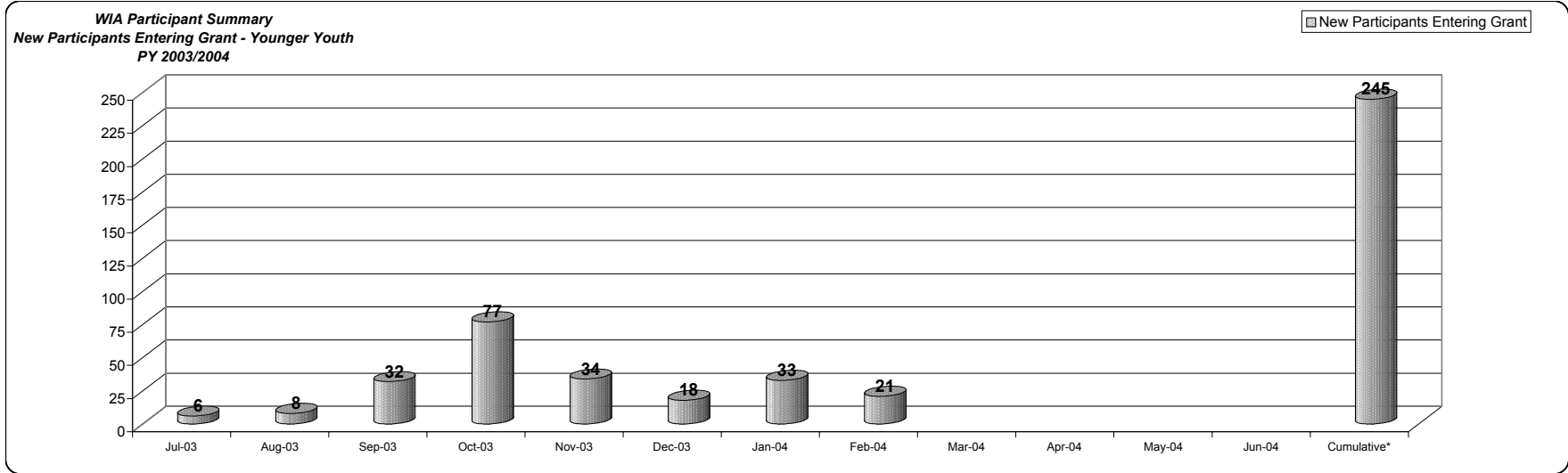
Program Activities/Services Summary	Enrolled													
Core Services (Registered)	0	0	0	0	0	0	0	0					0	
Intensive Services	139	145	146	146	146	143	118	110					150	
Training Services	81	85	88	88	88	85	76	72					93	
Youth Services	114	120	121	121	121	125	107	99					132	
Concurrent Program Participants	136	141	142	142	142	137	110	103					143	
Individual Training Accounts	0	0	0	0	0	0	0	0					0	
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0	0					0	



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

WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH
PY 2003/2004
Report Range 07/2003 to 02/2004

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Cumulative*	Participant Plan PY 03/04
Total Participants	531	498	404	446	478	491	497	500					770	1,160
Participants Carried In	525	490	372	369	444	473	464	479					525	790
New Participants Entering Grant	6	8	32	77	34	18	33	21					245	370
Total Participants Exiting WI	41	126	35	2	2	11	15	9					279	430
Entered Unsubsidized Employment	5	25	4	1	1	3	0	1					53	80
Training Related	8	3	3	1	0	0	0	0					22	25
Entered Military Service	0	3	0	0	1	0	0	0					4	4
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0	0					0	10
Entered Post-Secondary Education	13	29	13	1	0	4	1	0					66	135
Entered Advanced Training	0	1	0	0	0	0	0	0					1	6
Attained Recognized Certificate/Diploma/Degree	38	116	27	1	0	1	6	3					203	
Attained High School Diploma/GED	38	117	28	1	0	0	6	2					198	350
Returned to Secondary School (Youth Only)	2	4	1	0	1	1	3	4					20	10
Exits Excluded from Performance	0	0	0	0	0	0	3	0					4	
Other Exits	41	126	35	2	2	11	14	9					275	400
Program Activities/Services Summary	Enrolled													
Core Services (Registered)	0	0	0	0	0	0	0	0					0	
Intensive Services	96	103	104	104	104	100	83	77					114	
Training Services	70	77	78	78	78	75	64	61					82	
Youth Services	522	488	395	437	469	485	492	495					765	
Concurrent Program Participants	471	439	341	362	388	394	391	388					641	
Individual Training Accounts	0	0	0	0	0	0	0	0					0	
Goals Set (Younger Youth Only)	12	15	42	87	37	25	66	41					368	650



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

Code	Description	Adult		Youth		Dislocated Worker		Totals		Grand Total
		New	Carry Over	New	Carry Over	New	Carry Over	New	Carry Over	
CORE B	10 FOLLOW UP SRVCS CNSLNG	4	11				19	4	30	34
	11 STAFF ASSIST JOB DEVELOP									
	12 STAFF ASSIST JOB REFER		1						1	1
	13 STAFF ASSIST JOB SRCH	4	27			7	20	11	47	58
	14 STAFF ASSIST WRKSHIP									
	15 OTHER CORE SERVICES		1			3		3	1	4
	16 NON WIA FUNDED SERVICES									
17 CO-ENROLLED CORE SERVICES										
INTENSIVE	30 CASE MGMNT FOR PARTIC	5	28	34	110	7	9	46	147	193
	31 COMPREHENSIVE ASSESSMNTS					1		1		1
	32 DEVELOP INDIV EMPL PLAN					2		2		2
	33 GROUP COUNSELING									
	34 EMPL EXPERIENCE			1	6			1	6	7
	35 INDIV CNSLNG CAREER PLAN				7		1		8	8
	36 OUT OF AREA JOB SEARCH									
	37 RELOCATION EXPENSES									
	38 SHORT TERM PREVOC SRVCS									
	39 INTERNSHIPS									
	40 OTHER INTENSIVE SRVCS						2		2	2
	41 NONWIA FUND INTENS SRVCS									
42 CO-ENROLLED INTENSIVE SRVCS										
TRAINING	50 ADULT EDUCATION			1	18			1	18	19
	51 CUSTOMIZED TRAINING				1				1	1
	52 ENTREPRENEURIAL TRAINING			8	3			8	3	11
	53 JOB READINESS TRAINING									
	54 OCCUP SKILLS TRAINING	15	22	8	32	2	5	25	59	84
	55 ON THE JOB TRAINING					2		2		2
	56 PRIVATE SECTOR TRAINING									
	57 SKILL UPGRADNG RETRNG									
	58 WRKPLCE TRNG AND COOP ED									
	59 OTHER TRAINING SRVCS									
	60 NON-WIA FUNDED TRNG SRVCS	7	13			7	6	14	19	33
61 CO-ENROLLED TRAINING SRVCS										
YOUTH	70 SUMMER RELATED									
	71 EDUCATNL ACHVMNT SRVCS			262	165			262	165	427
	72 EMPLOYMENT SERVICES			197	147			197	147	344
	73 CITIZEN LEADERSHIP SRVCS			2				2		2
	74 OTHER YOUTH SERVICES				1				1	1
	75 NONWIA FUNDED YOUTH SRVCS									
76 CO-ENROLLED YOUTH SRVCS										
MISC.	80 OTHER JTPA									
	81 SUPPORTIVE SERVICES	23	37	6	43	11	15	40	95	135
	82 NEEDS RELATED PAYMENT									
	83 BREAK IN SERVICE	1						1		1
	84 NON-WIA FUNDED MISC									
	85 CO-ENROLLED MISCELLANEOUS									
85 BRK IN SERV - HEALTH/MED			1		1			2	2	
TOTAL		59	141	519	534	42	77	620	752	1372

WIA Participant Characteristics Summary
 Report Period: 7/2003 to 02/30/2004
 Data as of: 03/20/2004

	Adult		Dislocated Workers		Older Youth		Younger Youth		All Programs	
	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Total
Total Participants	248	100.0%	142	100.0%	159	100.0%	770	100.0%	1,319	100.0%
Gender										
Female	161	64.9%	61	43.0%	80	50.3%	389	50.5%	691	52.4%
Male	87	35.1%	81	57.0%	79	49.7%	381	49.5%	628	47.6%
Age										
14 - 18	8	3.2%	2	1.4%	0	0.0%	770	100.0%	780	59.1%
19 - 21	43	17.3%	3	2.1%	159	100.0%	0	0.0%	205	15.5%
22 - 29	89	35.9%	36	25.4%	0	0.0%	0	0.0%	125	9.5%
30 - 44	81	32.7%	63	44.4%	0	0.0%	0	0.0%	144	10.9%
45 - 54	22	8.9%	28	19.7%	0	0.0%	0	0.0%	50	3.8%
55 - 61	5	2.0%	8	5.6%	0	0.0%	0	0.0%	13	1.0%
62 - 64	0	0.0%	2	1.4%	0	0.0%	0	0.0%	2	0.2%
65 and Older	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Race/Ethnicity										
America Indian/Alaskan Native	2	0.8%	1	0.7%	1	0.6%	8	1.0%	12	0.9%
Asian	24	9.7%	3	2.1%	22	13.8%	148	19.2%	197	14.9%
Black/African American	22	8.9%	10	7.0%	24	15.1%	57	7.4%	113	8.6%
Hawaiian Native/Other Pacific Islander	5	2.0%	1	0.7%	0	0.0%	9	1.2%	15	1.1%
White	112	45.2%	50	35.2%	31	19.5%	101	13.1%	294	22.3%
Ethnicity Hispanic or Lation	90	36.3%	80	56.3%	86	54.1%	167	21.7%	423	32.1%
Veterans Status										
Total Veterans	12	4.8%	16	11.3%	0	0.0%	1	0.1%	29	2.2%
Campaign Veteran	7	2.8%	13	9.2%	0	0.0%	0	0.0%	20	1.5%
Disabled Veteran	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Recently Separated Veteran	3	1.2%	4	2.8%	0	0.0%	1	0.1%	8	0.6%
Spouse of Veteran	0	0.0%	0	0.0%	0	0.0%	1	0.1%	1	0.1%
Labor Force Status				0.0%						
Employed	129	52.0%	2	1.4%	17	10.7%	26	3.4%	174	13.2%
Unemployed	119	48.0%	140	98.6%	141	88.7%	743	96.5%	1,143	86.7%
Public Assistance Status										
TANF	11	4.4%	3	2.1%	13	8.2%	239	31.0%	266	20.2%
GA, RCA, or SSI	4	1.6%	2	1.4%	5	3.1%	61	7.9%	72	5.5%
Pell Grant Recipient	15	6.0%	4	2.8%	1	0.6%	2	0.3%	22	1.7%
Food Stamps	25	10.1%	14	9.9%	28	17.6%	297	38.6%	364	27.6%
Education Status										
Student, High School or Less	0	0.0%	2	1.4%	2	1.3%	641	83.2%	645	48.9%
Student, Attending Post High School	63	25.4%	23	16.2%	0	0.0%	0	0.0%	86	6.5%
Out-of-School, High School Dropout	4	1.6%	5	3.5%	32	20.1%	25	3.2%	66	5.0%
Out-of-School, High School Grad, with Employ Difficulty	40	16.1%	45	31.7%	125	78.6%	93	12.1%	303	23.0%
Out-of-School, HSG, No Employ Diff. (Counted as In-School)	141	56.9%	67	47.2%	0	0.0%	1	0.1%	209	15.8%
Unemployment Insurance Status										
UI Claimant	8	3.2%	94	66.2%	5	3.1%	1	0.1%	108	8.2%
UI Exhaustee	7	2.8%	19	13.4%	2	1.3%	1	0.1%	29	2.2%
Barriers To Employment										
Disabled	6	2.4%	3	2.1%	3	1.9%	143	18.6%	155	11.8%
Limited Eng. Proficiency	1	0.4%	1	0.7%	11	6.9%	90	11.7%	103	7.8%
Single Parent	47	19.0%	23	16.2%	24	15.1%	19	2.5%	113	8.6%
Worker Profiling/Reemployment Services Referral	0	0.0%	3	2.1%	0	0.0%	0	0.0%	3	0.2%
Low Income	104	41.9%	63	44.4%	156	98.1%	720	93.5%	1,043	79.1%
Displaced Homemaker	0	0.0%	0	0.0%	1	0.6%	0	0.0%	1	0.1%
Offender	5	2.0%	11	7.7%	14	8.8%	54	7.0%	84	6.4%
Homeless	2	0.8%	1	0.7%	6	3.8%	4	0.5%	13	1.0%
Runaway Youth	0	0.0%	0	0.0%	1	0.6%	6	0.8%	7	0.5%
Pregnant/Parenting Youth	0	0.0%	0	0.0%	32	20.1%	36	4.7%	68	5.2%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	153	96.2%	756	98.2%	909	68.9%
Basic Literacy Skills Deficient	23	9.3%	35	24.6%	148	93.1%	732	95.1%	938	71.1%
Substance Abuse	3	1.2%	0	0.0%	4	2.5%	24	3.1%	31	2.4%
Foster Youth	0	0.0%	0	0.0%	1	0.6%	25	3.2%	26	2.0%

Local WIA Performance Detail Report
 Quarterly Report: 07/2003 to 03/2004
 Data as of: 03/20/2004

Adult	Entered Employment ¹		Retention ²		Earnings Change ³		Employment & Credential ⁴	
	55	69.62%	30	93.75%	\$ 273,946.15	\$ 8,836.97	50	55.56%
	79		32		31		90	
	State Proposed	Difference	State Proposed	Difference	State Proposed	Difference	State Proposed	Difference
72.00%	-2.38%	79.00%	14.75%	\$ 3,900.00	\$ 4,936.97	50.00%	5.56%	

Special Populations

Public Assistance (Also Recd Trng or Intnsv Svcs)	3	50.00%	2	66.67%	\$ 11,459.76	\$ 3,819.92	2	25.00%
	6		3		3		8	
Veterans	5	83.33%	2	100.00%	\$ (4,967.71)	\$ (4,967.71)	6	75.00%
	6		2		1		8	
Disabled	7	53.85%	2	66.67%	\$ 252.22	\$ 84.07	4	44.44%
	13		3		3		9	
Older Individuals	4	57.14%	0	---	\$ -	---	2	28.57%
	7		0		0		7	

Other Outcomes

Training Services	44	68.75%	25	96.15%	\$ 236,542.52	\$ 9,097.79	50	55.56%
	64		26		26		90	
Only Core	2	100.00%	3	100.00%	\$ 13,863.62	\$ 6,931.81	0	---
	2		3		2		0	
Intensive Services	9	69.23%	2	66.67%	\$ 23,540.01	\$ 7,846.67	0	---
	13		3		3		0	

1 - # of Adults Unemployed at Registration and Employed by 1st Quarter After Exit divided by # of Adults Unemployed at Registration.

2 - # of Adults Employed 1 Quarter and 3rd Quarter After Exit divided by # of Adults Employed 1st Quarter After Exit.

3 - Post Program Earnings minus Pre-Program Earnings divided by # of Adults Employed 1st Quarter After Exit

4 - # of Adults Received Training Services, Employed in 1st Quarter After Exit and Received Credential by 3rd Quarter After Exit divided by # of Adults Received Training Services.

Local WIA Performance Detail Report
 Quarterly Report: 07/2003 to 03/2004
 Data as of: 03/20/2004

Dislocated Workers	Entered Employment ¹		Retention ²		Earnings Change ³		Employment & Credential ⁴	
	69	74.19%	31	100.00%	\$ 475,083.65	136.87%	50	64.10%
	93		31		\$ 347,104.40		78	
	State Standard	Difference	State Standard	Difference	State Standard	Difference	State Standard	Difference
75.40%	-1.21%	85.20%	14.80%	107.20%	29.67%	58.00%	6.10%	

Special Populations

Veterans	7	87.50%	4	100.00%	\$ 64,541.84	109.72%	6	85.71%
	8		4		\$ 58,824.36		7	
Disabled	6	60.00%	3	100.00%	\$ 36,009.80	275.10%	3	37.50%
	10		3		\$ 13,089.57		8	
Older Individuals	4	50.00%	3	100.00%	\$ 38,825.54	93.31%	4	50.00%
	8		3		\$ 41,610.95		8	
Displaced Homemaker	0	---	0	---	\$ -	---	0	---
	0		0		\$ -		0	

Other Outcomes

Training Services	55	72.37%	25	100.00%	\$ 399,211.72	136.06%	50	64.10%
	76		25		\$ 293,398.55		78	
Only Core	6	85.71%	2	100.00%	\$ 25,506.01	240.81%	0	---
	7		2		\$ 10,591.92		0	
Intensive Services	8	88.89%	4	100.00%	\$ 50,365.92	117%	0	---
	9		4		\$ 43,113.93		0	

1 - All Dislocated Workers (DW) Employed by 1st Quarter After Exit divided by All DW Exiters

2 - # of DW Employed 1st Quarter and 3rd Quarter After Exit divided by # of DW Employed 1st Quarter after Exit.

3 - Post Program Earnings (2nd and 3rd Qtr) divided by Pre-Program Earnings (2nd and 3rd Qtr)

4 - # of DW Received Training Services, Employed in 1st Quarter After Exit and Received Credential by 3rd Quarter After Exit divided by # DW Received Training Services

Local WIA Performance Detail Report
 Quarterly Report: 07/2003 to 03/2004
 Data as of: 03/20/2004

Older Youth	Entered Employment ¹		Retention ²		Earnings Change ³		Employment & Credential ⁴	
	8	53.33%	6	75.00%	\$ 17,356.31	\$ 2,169.54	6	33.33%
	15		8		8		18	
	State Proposed	Difference	State Proposed	Difference	State Proposed	Difference	State Proposed	Difference
62.70%	-9.37%	72.80%	2.20%	\$ 2,970.00	\$ (800.46)	30.00%	3.33%	

Special Populations

Public Assistance	1	33.33%	0	0.00%	\$ 1,032.49	\$ 1,032.49	0	0.00%
	3		1		1		3	
Veterans	0	---	0	---	\$ -	---	0	---
	0		0		0		0	
Disabled	1	100.00%	1	100.00%	\$ 4,439.87	\$ 4,439.87	2	100.00%
	1		1		1		2	
Out of School	7	50.00%	5	71.43%	\$ 12,802.06	\$ 1,828.87	6	35.29%
	14		7		7		17	

1 - # of Older Youth (OY) Unemployed at Registration, Not in Post-Secondary Education or Advanced Training In the 1st Quarter After Exit and Employed 1st Quarter After Exit divided by # of OY Unemployed at Registration, Not in Post-Secondary Education or Advanced Training In the 1st Quarter After Exit.

2 - # of OY Employed in the 1st Quarter after Exit, Not In Post-Secondary Education or Advanced Training in the 1st Quarter After Exit and Employed in 3rd Quarter divided by # of OY Employed in the 1st Quarter after Exit, Not In Post-Secondary Education or Advanced Training in the 3rd Quarter After Exit.

3 - Post Program Earnings (2nd and 3rd Quarters) minus Pre-Program Earnings (2nd and 3rd Quarters) divided by # of OY Employed in 1st Quarter After Exit, Not in Post-Secondary Education or Advanced Training in 3rd Quarter After Exit.

4 - # of OY Employed in Post-Secondary Education or Advanced Training in 1st Quarter After Exit and Received Credential by 3rd Quarter After Exit divided by Total Exiters in Quarter Measured.

Local WIA Performance Detail Report
 Quarterly Report: 07/2003 to 03/2004
 Data as of: 03/20/2004

Younger Youth	Skills Attainment ¹		Diploma or Equivalent ²		Retention Rate ³	
	331	69.98%	188	91.26%	93	79.49%
	473		206		117	
	State Proposed	Difference	State Proposed	Difference	State Proposed	Difference
78.70%	-8.72%	55.00%	36.26%	53.80%	25.69%	

Special Populations

Public Assistance	129	81.13%	86	91.49%	29	76.32%
	159		94		38	
Disabled	57	65.52%	22	91.67%	14	70.00%
	87		24		20	
Out of School	29	34.94%	0	0.00%	4	80.00%
	83		3		5	

Of All In-School and Any Out-of-School Youth Needing Basic, Work Readiness and/or Occupational Skills:

1 - Total # of Basic, Work Readiness, and Occupational Skills divided by Total # of Skill Attainment Goals Set

Of those Younger Youth (YY) Who Register Without a Diploma or Equivalent, (Those Not Still In Secondary School at Exit):

2 - # of YY Attained Diploma or Equivalent By 1st Quarter After Exit divided by # of YY Exiters in Quarter Measured.

Of Those Found in One of the Following - Post-Secondary Education, Advanced Training, Employment, Military Service or Qualified Apprenticeship (Those Not Still In Secondary School at Exit):

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