

\*\*\*REVISED\*\*\*



**WORKFORCE  
INVESTMENT BOARD**  
MERCED COUNTY

**Workforce Investment Board  
Merced County Board of Realtors  
635 W. Main Street  
May 22, 2003, 3:00 – 5:00 p.m.  
Meeting Agenda**

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- I. Call to Order/Roll Call.....Chair
  - II. Approval of Agenda..... (2 min) Action
  - III. Approval of Minutes ..... (2 min) Action
  - IV. Public Opportunity to Speak.....(5 min)
  - V. Introduction of New WIB Members.....Chair
  - VI. Consent Agenda
    - a. Renewal of WIB Terms ..... Executive Committee
    - b. Stuart Foundation for Grant to Support Foster Youth Services..... Executive Committee
    - c. Letter of Support for CVOC Grant ..... Executive Committee
    - d. Application for Youth Council (Edgar Perez) ..... Youth Council
  - VII. County Executive Officer Presentation .....(15 min) Dee Tatum
  - VIII. Action Agenda
    - a. Budget/Program Recommendations ..... Program Planning & Development (M. Boardman)
    - b. Amended JCG Contract ..... Youth Council (N. McGarry)
    - c. Amended MCOE Contract..... Youth Council (N. McGarry)
    - d. WIB Election .....
  - IX. Information Agenda -
    - a. Funding for Initiatives, Consultants, Training, etc ..... Finance Committee
    - b. Update on EITC ..... WIB Staff
    - c. Fiscal/Participant Reports ..... Jackie Walther-Parnell
    - d. LMI Updates ..... Gary Derr
    - e. Director's Notes ..... Andrea Baker
  - X. Committee Reports – (*committee reports available - [www.co.merced.ca.us/wi/wib/wib.html](http://www.co.merced.ca.us/wi/wib/wib.html) or faxed upon request*)
    - a. Finance.....
    - b. Program Planning and Development .....
    - c. Quality Assurance.....
    - d. Youth Council.....
  - XI. Director's Comments.....(5 min)
  - XII. Chair Comments/Round Table/Future Agenda Items.....(5 min)
  - XIII. Other .....(5 min)
  - XIV. Next Meeting **\*\*Note Change of Meeting Date\*\*** ..... **July 17, 2003, 3:00-5:00 p.m.**
  - XV. Adjourn .....

**Workforce Investment Board  
Merced County Board of Realtors  
635 W. Main Street  
March 27, 2003, 3:00 – 5:00 p.m.  
Meeting Minutes**



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**Members Present:**

Lee Andersen  
Mike Boardman  
Ben Duran  
John Fowler  
Brain Griffin  
Nellie McGarry  
Al Romero

Andrea Baker  
George Brown  
Ernie Flores  
Scott Galbraith  
John Heading  
Albert Montejano  
Steve Tinetti

Don Bergman  
Kathleen Crookham  
Peter Fluetsch  
Carol Greenberg  
Charlie Lambert  
Al Peterson

**Members Absent:**

Susan Armstrong  
Bob Bittner  
Robert Harmon  
Ned Miller  
Rick Osorio  
Mike Smith

Richard Becker  
Sharon Cresswell  
Gisela Malone  
Anne Newins  
Ana Pagan  
Mike Sullivan

Nicolas Benjamin  
Harry Dull  
Robert McLaughlin  
Terry Nichols  
Carole Roberds  
Helen Sullivan

**Others Present:**

Elaine Craig  
Patric Farrar  
Donna Ornelas  
Jackie Walther-Parnell

Dave Davis  
Dr. Kelvin Jasek-Rysdahl  
Joanne Presnell

Gary Derr  
Ed McLaughlin  
Chuck Purcell

- 
- I. Call to Order/Roll Call – Meeting was called to order by Vice-Chair, Nellie McGarry. Roll call taken by Donna Ornelas.
  - II. Approval of Agenda – It was *M/S/C Fowler/Crookham* to approve the agenda as written.
  - III. Approval of Minutes – It was *M/S/C Bergman/Duran* to approve the minutes of January 23, 2003.
  - IV. Public Opportunity to Speak – Dr. Lee Andersen, reported that the Administrative Council made a unanimous decision to develop an Educational Council. They are in the process of forming and anticipate presentations to the WIB in the future on the work of the organization.  
  
Bunny Bentley from State EDD shared “County Snapshots – Merced 2002” She explained the new classification of industries using the North American Industry Classification System (NAICS).
  - V. Introduction of New WIB Members – Nellie introduced the newest members of the WIB. Albert Montejano, Cingular Wireless. Mr. Terry Nichols was not in attendance.
  - VI. Consent Agenda – It was *M/S/C Bergman/Tinetti* to approve the Consent agenda items c-i.

- a. Consultant for WIB Assessment - John Heading discussed the proposal to conduct a WIB assessment. It is anticipated the assessment will assist with recommendations on the overall functionality of the Board. It was *M/S/C Fowler/Montejano* to approve the request to conduct a WIB assessment.
- b. WIA Performance Measures for 2002/2003 – There was discussion on the levels of performance agreed upon. In addition, clarification was provided on the attached chart. It was *M/S/C Bergman/Tinetti* to approve the performance measures as agreed upon with the State.
- c. WIB Marketing Plan Language
- d. Amended MOU with Merced College
- e. Youth Council Marketing Plan
- f. Youth Council Membership Application
- g. Nomination to the WIB – Paul Alderete
- h. Nomination to the WIB – Doug Kirkpatrick
- i. Nomination to the WIB – Thomas Tsubota

VII. Action Agenda

- a. Merced County Economic Development Strategic Plan – Scott Galbraith provided an overview of the plan and how the plan will be implemented. It was *M/S/C Galbraith/Duran* to approve the request to support the plan and use it as a resource to align policies and goals in the work of the WIB.
- b. Child Care Initiative – Mike Boardman provided an overview of the request of the childcare initiative – Packard Foundation. It was noted the initiative is a collaboration with other agencies. The request is to contribute \$1000 to fund an economic impact report showing how the childcare industry affects Merced County. It was *M/S/C Andersen/Bergman* to approve the request.
- c. Limited Funds Declaration – Jackie Walther-Parnell addressed the proposal from the Finance Committee to declare limited funds. It was *M/S/C Andersen/Peterson* to make declaration of limited funds.
- d. Limited Funds Policy – It was *M/S/C Bergman/Flores* to approve the policy based on the above declaration.

VIII. Value Added Presentation- Study by CSUS for 2001-2002 – Dr. Kelvin Jasek-Rysdahl gave a presentation on the impact of training and new jobs impact the community as a whole. Dr. Jasek-Rysdahl used actual data from Merced County in his examples.

IX. Workforce Academies and Roundtables Presentation – Don Bergman discussed the Workforce Learning Academies. The program is one that was set up for Disney to set up a methodology for training and retraining employees. The kick-off is scheduled for May 16, where there will be a luncheon, 11:45 –2:00. Academies scheduled for May 20 and May 29 in Merced and Los Banos.

X. Marketing Survey Presentation – Elaine Craig gave a brief update on the marketing information received through the survey.

- XI. Information Agenda -
  - a. Jobs for Veterans Act
  - b. Updated Purpose
  - c. CWA Regional One-Stop Community
  - d. California WIA –50 Stories
  - e. Fiscal/Participant Reports
  - f. LMI Updates
  - g. Monitoring Report
  - h. JCG Quarterly Report
  - i. MCOE Quarterly Report
  - j. Director’s Notes
  
- XII. Committee Reports –
  - a. Finance
  - b. Program Planning and Development
  - c. Quality Assurance
  - d. Youth Council – Nellie discussed the work of the State Youth Council. Additionally, she noted that Saturday, March 30, will be the Youth Advisory meeting for the State.
  
- XIII. Director’s Comments – Andrea Baker noted thanks to Evelyn Eagleton for going to Washington DC to lobby for reauthorization of WIA. She reported on the income tax program and thanked all the volunteers who have participated. In addition Andrea noted the extensive vouchering in the area. Andrea discussed collaboration on a 501(c) 3. Lastly, she reported that April 15, Congressman Cardoza will visit the One-Stop.
  
- XIV. Chair Comments/Round Table/Future Agenda Items - None
  
- XV. Other – John Fowler reported there will be a Westside Expo, 4:00p.m.-8:00 p.m., March 23 in Los Banos. This is an opportunity for businesses to share as well as job seekers to get information.
  
- XVI. Next Meeting – Mary 22, 2003
  
- XVII. Adjourn – meeting adjourned 4:30 p.m.

**TO: Workforce Investment Board**

**DATE: 5/22/03**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Renewal of WIB Members' Terms**

**PROPOSED MOTION(S): To submit to the Merced County WIB and Board of Supervisors nominations for those WIB members whose terms are due to expire June 30, 2003.**

**DISCUSSION: The following members will be contacted to determine if they want to continue on the WIB. Those who wish to continue will have their names submitted to the Merced County WIB and Board of Supervisors for the purpose of renewing their terms. The following members whose terms expire June 30, 2003:**

**Brian Griffin  
Peter Fluetsch  
Ernie Flores  
Albert Montejano  
Steve Tinetti  
John Headding  
Alfonse Peterson  
Rick Osorio  
Lee Andersen  
Al Romero**

**ATTACHMENT(S): None.**

**TO: Workforce Investment Board**

**DATE: 5/22/03**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Submission of application to the Stuart Foundation for a grant to support foster youth services**

**PROPOSED MOTION(S): The WIB Executive Committee authorize the Department of Workforce Investment to prepare and submit the application**

**DISCUSSION: The Stuart Foundation funds projects primarily in California and Washington states, and funds approximately 20% of the proposals it receives. Applicants can request up to \$500,000 and multi-year funding is available.**

**The two most compelling reasons for pursuing a Stuart Foundation grant to support foster youth services at this time are:**

- 1) The Foundation has identified “preparing foster children and youth for transitions and supporting those transitions after they leave foster care” as one of its top funding priorities for this year; and**
- 2) The Foundation has a strong history of supporting local government agencies.**

**The deadline for the quarterly grant review is June 1, 2003. The Department of Workforce Investment in collaboration with Merced County Office of Education and Human Services Agency is currently working to identify a competitive project, and anticipates submitting a funding request for approximately \$500,000. When the final project concept is identified it will be brought to the WIB.**

**ATTACHMENT(S): N/A**

**TO: Workforce Investment Board**

**DATE: 5/22/03**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: CVOC Letter of Support**

**PROPOSED MOTION(S): To ratify the Executive Committee's decision to authorize the WIB chair to sign a letter of support for the Central Valley Opportunity Center.**

**DISCUSSION: The Central Valley Opportunity Center has asked for a letter of support from the Merced County Workforce Investment Board to attach to their application for continued Migrant and Seasonal Farm Worker Program funding (WIA 167). The program includes funding for continued CVOC services at the Worknet Employment Resource Center.**

**ATTACHMENT(S): WIB letter of support.**



**WORKFORCE  
INVESTMENT BOARD**  
MERCED COUNTY

May 12, 2003

Rick Osorio, Chair  
John Headding 1<sup>st</sup> Vice Chair  
Nellie McGarry, 2<sup>nd</sup> Vice Chair  
1880 West Wardrobe Ave. Merced, CA 95340  
Phone (209)725-3593 FAX (209)725-3592  
[www.co.merced.ca.us/pitd/wib/wib.html](http://www.co.merced.ca.us/pitd/wib/wib.html)

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Serena Boyd  
U.S. Department of Labor  
Employment and Training Administration  
Division of Federal Assistance  
200 Constitution Ave. N.W. – Room S-4203  
Washington, D.C. 20210

Dear Serena Boyd:

The Merced County Workforce Investment Board is pleased to lend our support the Central Valley Opportunity Center's (CVOC) application (WIA 167) to operate the Department of Labor's Migrant and Seasonal Farm Worker Program in the counties of Merced, Madera, and Stanislaus.

CVOC has provided employment and emergency services to our community since 1979. They have assisted thousands of farm workers in upgrading their vocational skills, job training, English as a second language instruction and job placement.

CVOC is one of our Worknet Employment Resource Center partners. That partnership will provide to migrant and seasonal farm workers employment and training services, housing opportunities, disability/rehabilitation services and referrals for health issues, just to list a few.

Again, I want to express our strong support for CVOC's service for the migrant and seasonal farm workers in the Central Valley.

Sincerely,

Rick Osorio, Chair  
Merced County Workforce Investment Board

**TO: Workforce Investment Board (WIB)**

**DATE: 05/22/03**

**FROM: Youth Council**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Youth Council Membership**

**PROPOSED MOTION(S): That the WIB approve the application for membership on the Youth Council from Edgar Perez, County Director for Central Valley Opportunity Center (CVOC), and forward same to the Board of Supervisors for approval.**

**DISCUSSION: During its May 14, 2003 meeting, the Youth Council approved the application for membership on the Youth Council for Edgar Perez, the County Director for CVOC. Edgar has served as a tutor for elementary, middle and high school students. He is a former “at risk” youth who credits his success to youth programs. He will bring a perspective concerning migrant workers and their youth to the Youth Council.**

**Mr. Perez’s membership will bring the Youth Council’s membership total to 30. The Youth Council has limited total adult membership to 31. Mr. Perez will be considered as “an individual including former participants, representatives of organizations with expertise relating to youth activities.”**

**ATTACHMENT(S): Application will be available at the meeting.**

**TO: Workforce Investment Board (WIB)**

**DATE:05/22/03**

**FROM: Youth Council**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Jobs for California Graduates (JCG) Out-of-School Youth  
Contract**

**PROPOSED MOTION(S): That the WIB approve a new contract to continue the  
JCG Out-of-School Program.**

**DISCUSSION: Presently Jobs for California Graduates has a contract with  
Merced County to provide workforce development services and activities to a  
minimum of 225 Workforce Investment Act eligible, out-of-school youth, ages 17-21.  
The contract has been in place since April 2002 and will end June 30, 2003.**

**The new contract will be for the period of July 1, 2003 through June 30, 2004 and  
will serve an additional 140 youth, bringing the number of actively enrolled clients  
to 330. The reduced youth allocation dictated a reduction in the contract amount to  
\$793,597 from \$897,635.**

**ATTACHMENT(S): N/A**

**TO: Workforce Investment Board (WIB)**

**DATE: 05/22/03**

**FROM: Youth Council staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Youth Opportunity Program (YOP) Younger Youth Contract**

**PROPOSED MOTION(S): That the WIB approve the renewal of the YOP Younger Youth contract with Merced County Office of Education/Regional Occupational Program (MCOE/ROP).**

**DISCUSSION: Presently the Merced County Office of Education/Regional Occupational Program has a contract with Merced County to provide workforce development services and activities to Workforce Investment Act eligible youth, ages 14-18. The contract has been in place since November 2000 and is approved through June 30, 2004, dependent upon the availability of funds.**

**During its May 14<sup>th</sup> meeting the Youth Council approved a new contract reflective of the reduced funding available for youth programs. The amount available has been reduced to \$1,322,726 (a 33% reduction). MCOE/ROP will serve approximately 500 youth and will continue to provide all required services. An entirely new contract will be written for the period July 1, 2003 through June 30, 2004. The old contract will be terminated once a new contract is in place.**

**ATTACHMENT(S): N/A**

**TO: Workforce Investment Board**

**DATE: 5/22/03**

**FROM: Program Planning and  
Development Committee**



**For Action**



**For Information**



**For Discussion**

**SUBJECT: WIA Allocation Reduction Impacts for 2003-2004 Programs and Services**

**PROPOSED MOTION(S): To discuss the impact of WIA Allocation Reductions and approve recommendations for dealing with the impact.**

**DISCUSSION: The Merced County Department of Workforce Investment has received its 2003-2004 allocation from the state with reductions of approximately 28% in Youth, 25% in Adult, and 31% in Dislocated Worker funding. The Youth Council will be addressing Youth Funding.**

**This year (2002-2003) there was \$442,397 spent on 130 Adult and Dislocated Worker customers for training in Individual Training Accounts, On-the Job Training, and Supportive Services only. This number met the goal that was established in our plan. In addition, the WIB had special contracts for RN, LVN and POST training.**

**The recommendations for 2003-2004 are:**

- 1. Maintain the level of Universal Core A services provided at the Worknet Employment Resource Centers. There has been a steady increase in demand. There was a 49% increase in units of service for March 2002 compared to March 2003.**
- 2. Increase enrollments in Core B, Intensive, and Business Services. Provide mini workshops in basic work skills identified by employers to improve job search and retention services. This would decrease the “cost per participant enrolled” which will offset the more expensive skills training.**
- 3. Focus on basic skills to improve the reading, math and communication skills of job seekers through Plato Labs. This will address employer identified basic education skill deficiencies.**
- 4. Training services provided to Merced County residents only, with exceptions for those customers that may reside next to county lines, or when co-enrolled with bordering counties, therefore sharing costs.**
- 5. Increase the number of employers that use Worknet Business Services through outreach and marketing in conjunction with Worknet partners.**

- 6. Serve between 130 and 148 customers in training services with a budget of approximately \$405,000 with a combination of services as identified in number 7.**
- 7. Increase Employer Based Services with an emphasis on Employed Worker Training, Upgrade Skills Training, On-the-Job Training, Customized Assessments and/or Training, and Tax Credit Incentives.**
  - Individual Training Accounts in selected occupations for industries that are identified by the WIB via coordination with Industry Sectors identified by the “People, Place, Prosperity” Economic Development Report.**
  - Increase cross referrals for Support Services only.**
  - Increase concurrent enrollments with partners and other programs as appropriate.**
- 8. Continued LVN, RN and POST training through contracts. The LVN Contract expires December 2003 (Address a contract for the Spring 2004 semester this fall).**

**ATTACHMENT(S): N/A.**

**TO: Workforce Investment Board**

**DATE: 5/22/03**

**FROM: Nomination Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Election of Officers**

**PROPOSED MOTION(S): The WIB elect a Chairperson, Vice Chairperson and Second Vice Chairperson.**

**DISCUSSION: The WIB bylaws state: "Officers shall be elected by the Board members each year at the last regular Board meeting of the operating year which commences on July 1 and ends on June 30... The term of all officers shall be one (1) year. No person shall serve longer than two (2) terms in each position."**

**The WIB Chairperson appointed a nomination committee in accordance with the bylaws. The following persons have been nominated by the committee for the following positions:**

**WIB Chairperson     Mr. John Headding**

**1<sup>st</sup> Vice Chairperson   Ms. Nellie McGarry**

**2<sup>nd</sup> Vice Chairperson   Mr. Don Bergman  
   Mr. Mike Sullivan**

**The committee also recommends floor nominations and write-in nominations, if applicable.**

**ATTACHMENT(S): None.**

**TO: Workforce Investment Board**

**DATE: 5/22/03**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Consideration of Financial Impact of WIB Projects/Initiatives**

**PROPOSED MOTION(S): None.**

**DISCUSSION:** The WIB sponsors several projects/initiatives such as WIA training, business seminars and advertisements. These projects are funded by monies provided by Federal and state grants. These sources are currently being reduced or eliminated entirely. The committee should discuss the importance of being prudent with spending future funds.

**ATTACHMENT(S): None.**

**TO: Workforce Investment Board**

**DATE: 5/22/03**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: EITC Program Summary**

**PROPOSED MOTION(S): For Information.**

**DISCUSSION: The Earned Income Tax Credit (EITC) began 2/18/03 and ended 4/15/03 for a total of 33 days scheduled or 107 man hours worked. 169 families were served with \$300,000 generated in income tax returns. The average dollar amount per family in returns was \$1775.15. The Internal Revenue Service provided us with an economic impact multiplier for tax returns for Merced County of 3.5. The economic impact for Merced County was \$1,050,000. The following volunteers made the EITC program a success:**

**Patric Farrar**

**Al Peterson**

**Beau Reyes**

**Robin Keezer**

**Tina Campanella**

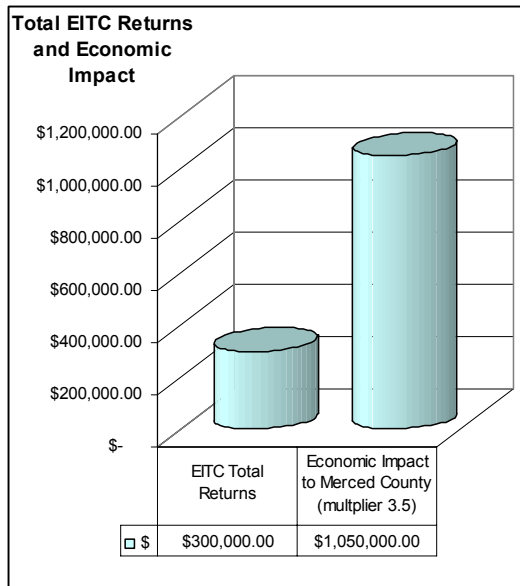
**Jeib Thianpimmai**

**Eve Snelling**

**ATTACHMENT(S): EITC Program Synopsis, EITC Hours Breakdown**

The EITC program began February 18<sup>th</sup> and ended on Tax Day (April 15<sup>th</sup>) for a total of 33 days scheduled or 107 man/women hours worked. One hundred sixty-nine families were served through the EITC program with \$300,000 generated in income tax returns.

The average per family was \$1775.15 in returns. Some families received as much as \$5,000 in returns.



The Internal Revenue Service provided us with an economic impact multiplier for tax returns for Merced County of 3.5. The economic impact for Merced County was \$1,050,000.

Volunteers for the EITC program were:

- Patric Farrar
- Al Peterson
- Beau Reyes
- Robin Keezer
- Tina Campanella
- Jeib Thianpimmai
- Eve Snelling

As a result of our EITC Program a Merced County employer specializing in construction, roofing, siding and sheet metal has requested assistance for his employees in amending tax years 1999, 2000 and 2001. Mr. Roger Blaine owns / Blaine Incorporated, 7313 No. Pacific Avenue, Livingston, California. Most of his employees were not aware of earned income tax credits and most have never claimed credits of any kind. The company employs 10-19 people. My estimate per family's return could result in amended returns to each family ranging from \$5,000.00 to \$10,000.00. *Families qualify on individual qualifications and earned income levels.* Mary Ronell, Senior Tax Specialist will be assisting us in amending returns one day in the month of May 2003. Due to Ms. Ronell's busy schedule that typically follows tax season she has not been able to confirm the date to amend Blaine's returns.

Feb.	18	Tuesday	-	3 hrs
	19	Wednesday	-	3
	20	Thursday	-	3
	22	Saturday	-	4 hrs
	25	Tuesday	-	3 hrs
	26	Wednesday	-	3 hrs
	27	Thursday	-	3 hrs
Mar	1	Saturday	-	4 hrs
	4	Tuesday	-	3 hrs
	5	Wednesday	-	3 hrs
	6	Thursday	-	3 hrs
	8	Saturday	-	3 hrs
	11	Tuesday	-	3 hrs
	12	Wednesday	-	3 hrs
	13	Thursday	-	3 hrs
	15	Saturday	-	4 hrs
	18	Tuesday	-	3 hrs
	19	Wednesday	-	3 hrs
	20	Thursday	-	3 hrs
	22	Saturday	-	4 hrs
	25	Tuesday	-	3 hrs
	26	Wednesday	-	3 hrs
	27	Thursday	-	3 hrs
	29	Saturday	-	4 hrs
Apr	1	Tuesday	-	3 hrs
	2	Wednesday	-	3 hrs
	3	Thursday	-	3 hrs
	5	Saturday	-	4 hrs
	8	Tuesday	-	3 hrs
	9	Wednesday	-	4 hrs
	10	Thursday	-	3 hrs
	12	Saturday	-	4 hrs
	<u>15</u>	<u>Tuesday</u>	-	<u>3 hrs</u>

Total 33 Days

107 Hours

25 weekdays @ 3 hrs each is 75 hours

8 Saturdays @ 4 hrs each is 32 hours

33

107

**Local WIA Performance Detail Report for Merced County**  
 3rd Quarter - 01/2003 through 03/2003 : Pages 1 through 4  
 Cumulative 07/2002 through 03/2003 : Pages 5 to 8

**Local WIA Performance Outcomes Report**  
 Report Period 7/2002 - 3/2003 : Page 9

Local WIA Performance Detail Report 3rd Quarter - ADULT

4/22/2003

**Quarterly Report: 03/2003 to 03/2003**

Unemployed at Registration and Employed by 1st Qtr After Exit	18
Unemployed at Registration	25
Employed 1st Qtr and 3rd Qtr After Exit	22
Employed 1st Qtr After Exit	24
Post Program Earnings (2nd and 3rd Qtrs)	\$ 256,464.91
Pre-Program Earnings (2nd and 3rd Qtrs)	\$ 109,857.66
Received Training Services, Employed in 1st Qtr after Exit and Received Credential by 3rd Qtr After Exit	20
Received Training Services	28

<b>Adult</b>	Entered Employment		Retention		Earnings Change		Employment & Credential	
	18	72.00%	22	91.67%	\$ 146,607.25	\$ 6,108.64	20	71.43%
	25		24		24		28	
<b>Special Populations:</b>								
Public Assistance	1	50.00%	4	80.00%	\$ 23,383.08	\$ 4,676.62	3	75.00%
	2		5		5		4	
Veterans	1	50.00%	3	100.00%	\$ 8,519.53	\$ 2,839.84	1	50.00%
	2		3		3		2	
Disabled	1	50.00%	4	100.00%	\$ 34,981.28	\$ 8,745.32	1	50.00%
	2		4		4		2	
Older Individuals	1	33.33%	4	100.00%	\$ 34,981.28	\$ 8,745.32	1	50.00%
	3		4		4		2	
<b>Other Outcomes:</b>								
Training Services	16	69.57%	21	91.30%	\$ 139,464.38	\$ 6,063.67	20	71.43%
	23		23		23		28	
Only Core	0	-----	0	-----	0	-----	0	-----
	0		0		0		0	
Intensive Services	2	100.00%	1	100.00%	\$ 7,142.87	\$ 7,142.87	0	-----
	2		1		1		0	

Local WIA Performance Detail Report 3rd Quarter - Dislocated Worker  
 Quarterly Report: 01/2003 to 03/2003

4/22/2003

All Dislocated Workers Employed By 1st Qtr After Exit	26
All Dislocated Workers Exiters	33
Employed 1st Qtr and 3rd Qtr After Exit	17
Employed 1st Qtr After Exit	18
Post Program Earnings (2nd and 3rd Qtrs)	\$ 243,204.14
Pre-Program Earnings (2nd and 3rd Qtrs)	\$ 145,597.73
Received Training Services, Employed in 1st Qtr after Exit and Received Credential by 3rd Qtr After Exit	14
Received Training Services	20

Dislocated Worker	Entered Employment		Retention		Earnings Replacement		Employment & Credential	
	26	78.79%	17	94.44%	\$ 243,204.14	167.04%	14	70.00%
	33		18		\$ 145,597.73		20	
<b>Special Populations:</b>								
Veterans	5	100.00%	4	100.00%	\$ 65,217.55	102.10%	3	100.00%
	5		4		\$ 63,879.23		3	
Disabled	3	100.00%	0	-----	\$ -	-----	1	100.00%
	3		0		\$ -		1	
Older Individuals	4	100.00%	0	-----	\$ -	-----	2	100.00%
	4		0		\$ -		2	
Displaced Homemaker	1	100.00%	0	-----	\$0.00	-----	0	-----
	1		0		\$0.00		0	
<b>Other Outcomes:</b>								
Training Services	17	85.00%	17	94.44%	\$ 243,204.14	167.04%	14	70.00%
	20		18		\$ 145,597.73		20	
Only Core	5	71.43%	0	-----	\$ -	-----	0	-----
	7		0		\$ -		0	
Intensive Services	4	66.67%	0	-----	\$0.00	-----	0	-----
	6		0		\$0.00		0	

**Local WIA Performance Detail Report 3rd Quarter - Older Youth  
Quarterly Report: 03/2003 to 03/2003**

4/22/2003

Unemployed at Registration, Not in Post-sec Educ or Adv Trng In the 1st Qtr after Exit and Employed 1st Qtr After Exit	9
Unemployed at Registration, Not in Post-sec Educ or Adv Trng In the 1st Qtr After Exit	14
Employed in the 1st Qtr After Exit, Not in Post-Sec Educ or Adv Trng In the 1st Qtr After Exit and Employed 3rd Qtr	4
Employed in the 1st Qtr After Exit, Not in Post-Sec Educ or Adv Trng In the 3rd Qtr After Exit	4
Employed in 1st Qtr After Exit, not in Post-sec Educ or Adv Trng In 3rd Qtr After Exit	4
Post Program Earnings (2nd and 3rd Qtrs)	\$ 22,636.91
Pre-Program Earnings (2nd and 3rd Qtrs)	\$ 6,871.25
Employed in Post-sec Educ or Adv Trng in 1st Qtr After Exit and Received Credential by 3rd Qtr After Exit	4
Total Exitors in Qtr measured	14

<b>Older Youth</b>	Entered Employment		Retention		Earnings Change		Credential	
	9	64.29%	4	100.00%	\$ 15,765.66	\$ 3,941.42	4	28.57%
	14		4		4		14	
<b>Special Populations:</b>								
Public Assistance	1	100.00%	1	100.00%	\$ 5,315.00	\$ 5,315.00	0	0.00%
	1		1		1		1	
Veterans	0	-----	0	-----	\$0.00	-----	0	-----
	0		0		\$0.00		0	
Disabled	0	-----	0	-----	\$0.00	-----	0	-----
	0		0		\$0.00		0	
Out of School	9	64.29%	4	100.00%	\$ 15,765.66	\$ 3,941.42	4	36.36%
	14		4		4		11	

**Local WIA Performance Detail Report 3rd Quarter - Younger Youth  
Cumulative Report: 07/2002 to 03/2003**

4/22/2003

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

Total # of Basic, Work Readiness, and Occ Skills Attained 279  
Total # of Skill Attainment Goals Set 305

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

Attained Diploma or Equivalent By 1st Qtr After Exit 289  
Younger Youth Exiters in Qtr Measured 317

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):  
Found in 3rd Qtr After Exit 46  
Younger Youth Exiters in Qtr Measured 70

<b>Younger Youth</b>	Skill Attainment		Diploma or Equivalent		Retention Rate	
	279	91.48%	289	91.17%	46	65.71%
	305		317		70	
<b>Special Populations:</b>						
Public Assistance	85	90.43%	116	88.55%	11	52.38%
	94		131		21	
Disabled	150	94.94%	33	86.84%	24	63.16%
	158		38		38	
Out of School	0	-----	0	-----	0	-----
	0		0		0	

Local WIA Performance Detail Report Cumulative 1st through 3rd Qtr. - ADULT

4/22/2003

**Cumulative Report: 07/2002 to 03/2003**

Unemployed at Registration and Employed by 1st Qtr After Exit	46
Unemployed at Registration	63
Employed 1st Qtr and 3rd Qtr After Exit	22
Employed 1st Qtr After Exit	24
Post Program Earnings (2nd and 3rd Qtrs)	\$ 256,464.91
Pre-Program Earnings (2nd and 3rd Qtrs)	\$ 109,857.66
Received Training Services, Employed in 1st Qtr after Exit and Received Credential by 3rd Qtr After Exit	53
Received Training Services	79

Adult	Entered Employment		Retention		Earnings Change		Employment & Credential	
	46	73.02%	22	91.67%	\$ 146,607.25	\$ 6,108.64	53	67.09%
	63		24		24		79	
<b>Special Populations:</b>								
Public Assistance	6	75.00%	4	80.00%	\$ 23,383.08	\$ 4,676.62	10	76.92%
	8		5		5		13	
Veterans	3	50.00%	3	100.00%	\$ 8,519.53	\$ 2,839.84	3	37.50%
	6		3		3		8	
Disabled	9	75.00%	4	100.00%	\$ 34,981.28	\$ 8,745.32	7	58.33%
	12		4		4		12	
Older Individuals	3	60.00%	0	-----	\$ -	-----	0	0.00%
	5		0		0		4	
<b>Other Outcomes:</b>								
Training Services	41	71.93%	21	91.30%	\$ 139,464.38	\$ 6,063.67	53	67.09%
	57		23		23		79	
Only Core	0	-----	0	-----	0	-----	0	-----
	0		0		0		0	
Intensive Services	5	83.33%	1	100.00%	\$ 7,142.87	\$ 7,142.87	0	-----
	6		1		1		0	

**Local WIA Performance Detail Report Cumulative 1st through 3rd Qtr. - Dislocated Worker**  
**Cumulative Report: 07/2002 to 03/2003**

4/22/2003

All Dislocated Workers Employed By 1st Qtr After Exit	69
All Dislocated Workers Exiters	90
Employed 1st Qtr and 3rd Qtr After Exit	17
Employed 1st Qtr After Exit	18
Post Program Earnings (2nd and 3rd Qtrs)	\$ 243,204.14
Pre-Program Earnings (2nd and 3rd Qtrs)	\$ 145,597.73
Received Training Services, Employed in 1st Qtr after Exit and Received Credential by 3rd Qtr After Exit	47
Received Training Services	69

Dislocated Worker	Entered Employment		Retention		Earnings Replacement		Employment & Credential	
	69	76.67%	17	94.44%	\$ 243,204.14	167.04%	47	68.12%
	90		18		\$ 145,597.73		69	
<b>Special Populations:</b>								
Veterans	13	92.86%	4	100.00%	\$ 65,217.55	102.10%	9	81.82%
	14		4		\$ 63,879.23		11	
Disabled	4	80.00%	0	-----	\$ -	-----	2	66.67%
	5		0		\$ -		3	
Older Individuals	4	80.00%	0	-----	\$ -	-----	2	100.00%
	5		0		\$ -		2	
Displaced Homemaker	1	100.00%	0	-----	\$0.00	-----	0	-----
	1		0		\$0.00		0	
<b>Other Outcomes:</b>								
Training Services	56	81.16%	17	94.44%	\$ 243,204.14	167.04%	47	68.12%
	69		18		\$ 145,597.73		69	
Only Core	9	69.23%	0	-----	\$ -	-----	0	-----
	13		0		\$ -		0	
Intensive Services	4	50.00%	0	-----	\$0.00	-----	0	-----
	8		0		\$0.00		0	

**Local WIA Performance Detail Report Cumulative 1st through 3rd Qtr. - Older Youth  
Cumulative Report: 07/2002 to 03/2003**

4/22/2003

Unemployed at Registration, Not in Post-sec Educ or Adv Trng In the 1st Qtr after Exit and Employed 1st Qtr After Exit	17
Unemployed at Registration, Not in Post-sec Educ or Adv Trng In the 1st Qtr After Exit	38
Employed in the 1st Qtr After Exit, Not in Post-Sec Educ or Adv Trng In the 1st Qtr After Exit and Employed 3rd Qtr	4
Employed in the 1st Qtr After Exit, Not in Post-Sec Educ or Adv Trng In the 3rd Qtr After Exit	4
Employed in 1st Qtr After Exit, not in Post-sec Educ or Adv Trng In 3rd Qtr After Exit	4
Post Program Earnings (2nd and 3rd Qtrs)	\$ 22,636.91
Pre-Program Earnings (2nd and 3rd Qtrs)	\$ 6,871.25
Employed in Post-sec Educ or Adv Trng in 1st Qtr After Exit and Received Credential by 3rd Qtr After Exit	6
Total Exitors in Qtr measured	38

<b>Older Youth</b>	Entered Employment		Retention		Earnings Change		Credential	
	17	44.74%	4	100.00%	\$ 15,765.66	\$ 3,941.42	6	15.79%
	38		4		4		38	
<b>Special Populations:</b>								
Public Assistance	3	75.00%	1	100.00%	\$ 5,315.00	\$ 5,315.00	0	0.00%
	4		1		1		4	
Veterans	0	-----	0	-----	\$0.00	-----	0	-----
	0		0		\$0.00		0	
Disabled	0	0.00%	0	-----	\$0.00	-----	0	0.00%
	1		0		\$0.00		1	
Out of School	17	44.74%	4	100.00%	\$ 15,765.66	\$ 3,941.42	6	15.79%
	38		4		4		38	

**Local WIA Performance Detail Report Cumulative 1st through 3rd Qtr. - Younger Youth  
Cumulative Report: 07/2002 to 03/2003**

4/22/2003

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

Total # of Basic, Work Readiness, and Occ Skills Attained	821
Total # of Skill Attainment Goals Set	888

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

Attained Diploma or Equivalent By 1st Qtr After Exit	289
Younger Youth Exiters in Qtr Measured	317

Of Those Found in One of the Following - Post-Secondary Education,  
Advanced Training, Employment, Military service or Qualified

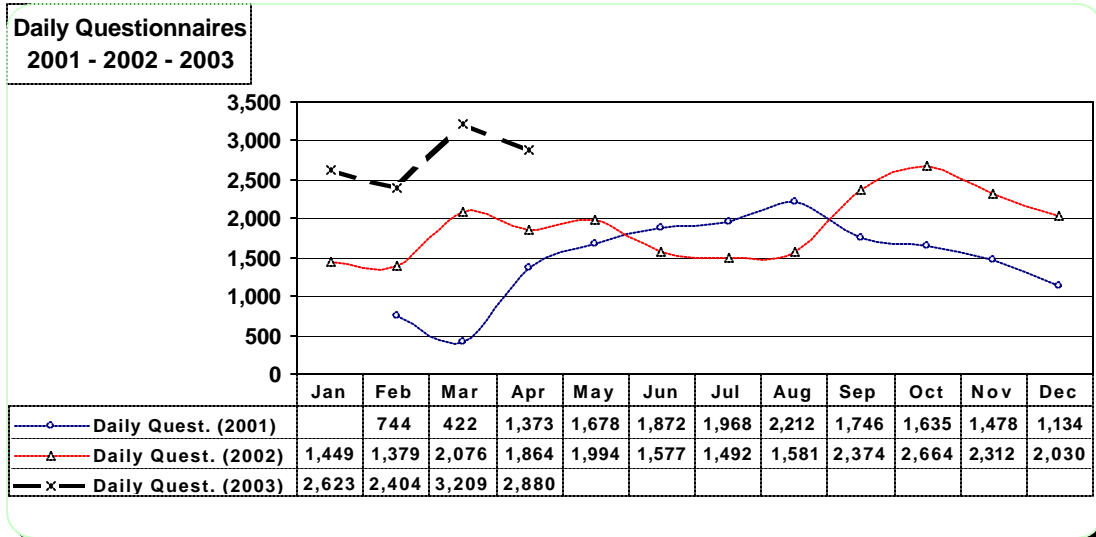
Apprenticeship (Those Not Still in Secondary School at Exit):	
Found in 3rd Qtr After Exit	46
Younger Youth Exiters in Qtr Measured	70

Younger Youth	Skill Attainment		Diploma or Equivalent		Retention Rate	
	821	92.45%	289	91.17%	46	65.71%
	888		317		70	
Special Populations:						
Public Assistance	308	90.06%	116	88.55%	11	52.38%
	342		131		21	
Disabled	225	92.59%	33	86.84%	24	63.16%
	243		38		38	
Out of School	6	100.00%	0	-----	0	-----
	6		0		0	

Local WIA Performance Outcomes Report  
Report Period 7/2002 - 3/2003

	Original Standard	Adj	Final Standard	Actual	Difference
<b>Adult</b>					
Employment/Credential Rate	60%	0	60%	67.09%	7.09%
Entered Employment Rate	63%	0	63%	73.02%	10.02%
Earnings Change - 6 mos.	\$ 3,400.00	\$ -	\$ 3,400.00	\$ 6,108.64	\$ 2,708.64
Retention Rate - 6 mos.	72%	0	72%	91.67%	19.67%
<b>Dislocated Workers</b>					
Employment/Credential Rate	45%	0	45%	68.12%	23.12%
Entered Employment Rate	68%	0	68%	76.67%	8.67%
Earnings Change - 6 mos.	86%	0	86%	167.04%	81.04%
Retention Rate - 6 mos.	81%	0	81%	94.44%	13.44%
<b>Older Youth</b>					
Credential Rate	45%	0	45%	15.79%	-29.21%
Entered Employment Rate	55%	0	55%	44.74%	-10.26%
Earnings Change -6 mos.	\$ 2,400.00	0	\$ 2,400.00	\$ 3,941.42	\$ 1,541.42
Retention Rate - 6 mos.	69%	0	69%	100.00%	31.00%
<b>Younger Youth</b>					
Diploma/Equiv. Attainment	45%	0	45%	91.17%	46.17%
Retention Rate	42%	0	42%	65.71%	23.71%
Skill Attainment Rate	70%	0	70%	92.45%	22.45%

# WorkNet Customer Service Data for April 2003



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of April 2003. The data presented in this report are by all locations and then by individual location (ERC, Livingston, and Los Banos). The following text is for all Locations.

### Customers

In the month of April 2003, all locations recorded 5,547 sign-ins with 2,880 customers returning the Day Pass and 212 first time visitors. Morning was the most popular time for customers to use our services, with 1,713 customers showing up before noon. Nine hundred fifty-nine of our customers used our services in the afternoon and 130 came in after 5pm.

### Customer Employment Status

Of the 2,880 customers that returned the day pass, 5 said they are employed full-time; 10 responded with part-time employment; and 0 responded with temporary employment. One hundred two responded with not employed. Two thousand seven hundred sixty-three did not respond to this question.

### How did you hear about us?

Returning customers complete this question during the first full week of April and then receive a shorten version of the Day Pass which excludes this question. Eighty-three returning customers responded to this question with 26 responses of News paper ad. The next most frequent response was Walk-in with 20 responses. Of the 212 first time

## Customer Service Data for April 2003 - Page 2

visitors, 152 responded to this question. Friend/Family was the most frequent response with 57 responses. Walk-in, with 33 responses, is the next most frequent response. Newspaper ad was the 3<sup>rd</sup> most frequent response with 17 responses.

### Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.64 and 9.55, with "Were you satisfied with the services?" receiving the highest rating of 9.64. For customers that rated our services with a five or less, "Time it took staff to assist you" had the highest dissatisfaction with 14 responses.

### How do our customers use our services?

In the month of April, our customers report using the computer most often with 1,977 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (977); Resume/Cover Letter was second with 299 responses.

Aside from computers, Job Listings were the most used service by our customers, with 575 responses. The Plato Lab was the next most used service with 497 responses.

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

Fax (388)	Telephone (355)	Copier (271)	Resource Library (69)
Workshop (37)	Typewriter (36)	Skills Certificate (24)	Orientation (18)

### First Impressions (First Time Customers)

For the month of April 2003, all locations recorded 212 first time customers. One hundred eighty-eight of our first time customers would refer our services to others. Customers Satisfaction questions received ratings from 9.42 to 9.22 with "Time it took for staff to assist you" having the highest rating.

Have questions, comments, or suggestions about this monthly report, please email them to [pitd26@co.merced.ca.us](mailto:pitd26@co.merced.ca.us).

**Summary Data for Customer Service for April 2003  
(Day Pass Information)**

	<b>Apr-02</b>	<b>Feb-03</b>	<b>Mar-03</b>	<b>Apr-03</b>
<b>Daily Sign-ins</b>	3,381	4,645	5,634	5,547
<b>Daily Questionnaires</b>	1,864	2,404	3,209	2,880
<b>First Visit</b>	277	216	267	212

**Customer Satisfaction**

Courtesy of Staff	9.54	9.52	9.49	9.62
Time it took for staff to assist you	9.55	9.48	9.51	9.55
Did you get the information you needed	9.53	9.44	9.50	9.62
Were you satisfied with the services?	9.57	9.53	9.48	9.64
Did we help you today?	9.54	9.55	9.46	9.63

**What did our customer use?**

Computer	1,023	2,404	2,038	1,977
CalJobs/Internet Job Search	591	1,457	1,001	977
Resume/Cover Letter	181	828	351	299
Typing Practice	40	252	174	137
Typing Certificate	34	90	63	49
Career Exploration	57	23	108	98
Job Listing	287	82	668	575
Fax	202	479	364	388
Copier	147	287	296	271
Telephone	212	222	449	355
Typewriter	19	386	54	36
Resource Library	11	31	67	69
Skills Certificate	11	20	41	24
Plato Lab	414	437	573	497
Workshop	9	17	69	37
Orientation	Na	27	32	18

**How did you hear about us?**

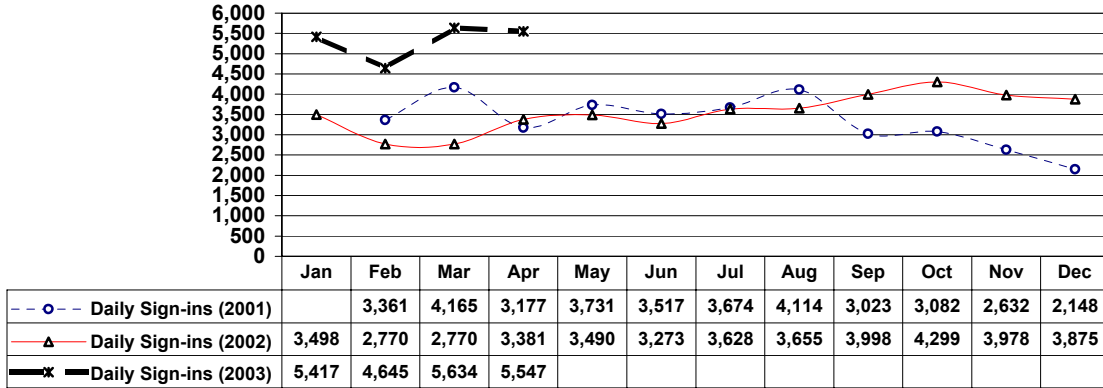
Newspaper ad	4	21	18	26
Radio ad	0	0	5	2
Flyer/Brochure	5	5	3	0
Friend/Family	97	25	36	9
EDD	37	13	26	4
Merced Mall	89	1	2	0
Billboard	5	5	5	0
TV ad	1	0	1	1
Internet	1	3	2	1
Walk-in	1	7	27	20
CalWORKs	Na	6	7	4
Phonebook	Na	0	4	0

Na = Not Asked

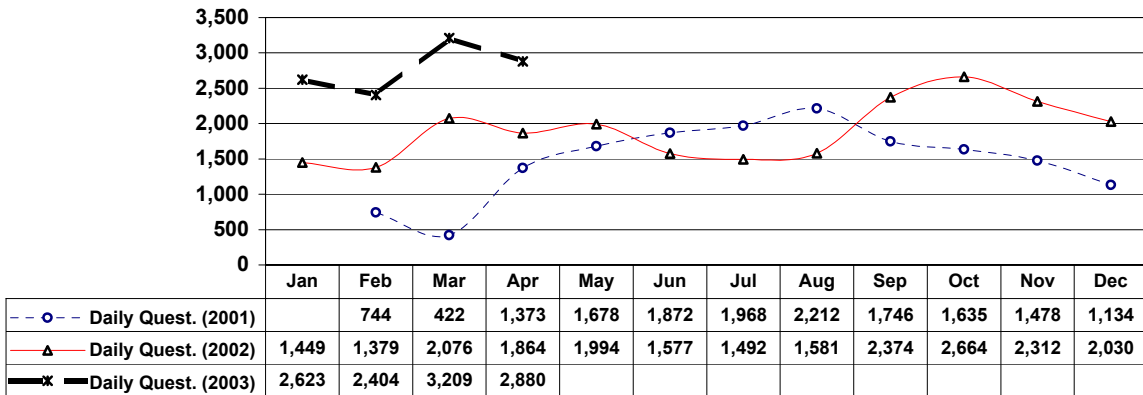
Marketing advertisements for April 2002.  
04/1-4, 7-11, 14-18, 21-25, 28-30/2003: Various Radio Ads  
04/2-3, 5, 22-24, 26, 29-30/2003: Various Newspaper Ads

**WorkNet - Annual Comparison  
2001 - 2002 - 2003YTD**

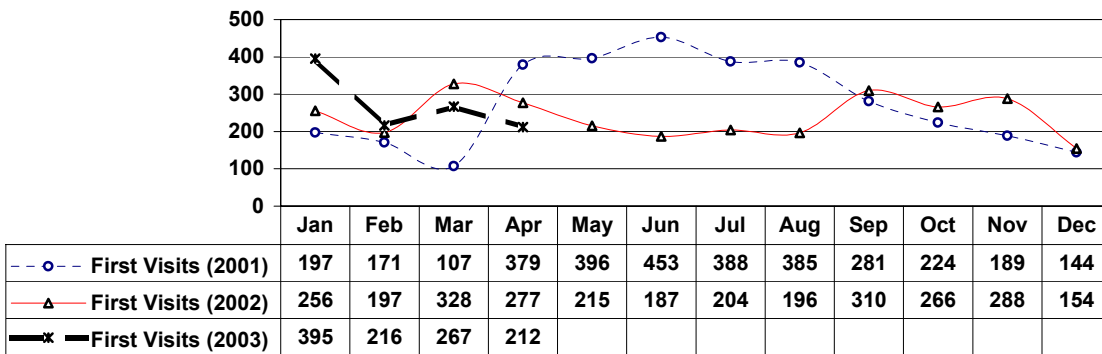
**Daily Sign-ins  
2001 - 2002 -2003**



**Daily Questionnaires  
2001 - 2002 - 2003**



**First Time Visitors  
2001 - 2002 - 2003**



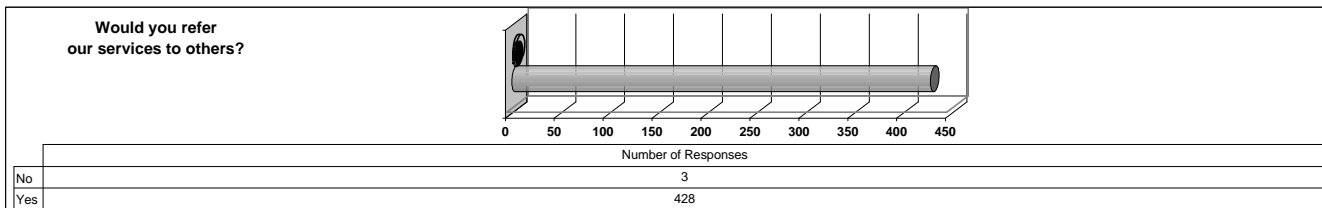
**WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)**  
**All Locations - April 2003**  
**Excludes First Time Visitors - See First Impressions**

Number of sign-ins	5,547
Number of questionnaires	2,880
Number of First Visitors*	212
*Merced	138
*Los Banos	73
*Livingston	1

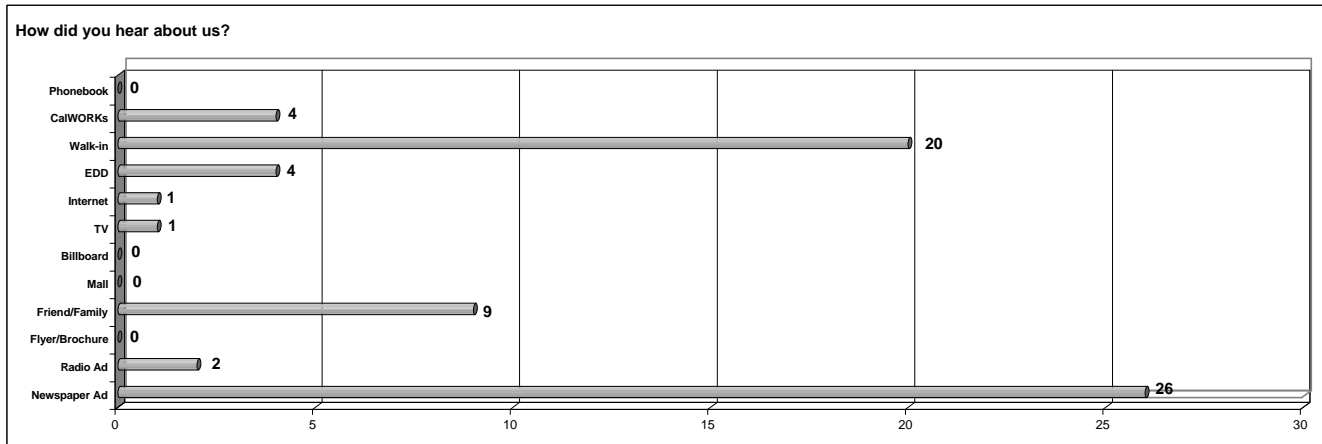
52%

<b>Employed?</b>	<b>#</b>	<b>%</b>
Full-time	5	0.2%
Part-time	10	0.3%
Temporary	0	0.0%
Not Employed	102	3.5%
No Answer	2,763	95.9%

<b>Time of Visit</b>	<b>#</b>
Morning	1,713
Afternoon	959
After 5	130
No Answer	78



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	2,430	3	0	0	2	2	8	8	23	20	384	9.62
Time it took for staff to assist you	2,430	4	2	0	3	5	5	5	21	29	376	9.55
Did you get the information you needed?	2,431	3	0	0	4	2	7	8	15	26	384	9.62
Were you satisfied with the services?	2,432	3	0	0	5	1	5	6	18	27	383	9.64
Did we help you today?	2,433	4	0	0	2	0	7	6	20	32	376	9.63



**Service Data**

	April																												Total
	1	2	3	4	5	7	8	9	10	11	13	14	15	16	17	18	21	22	23	24	25	26	28	29	30				
Day of Week	T	W	TH	F	S	M	T	W	TH	F	SU	M	T	W	TH	F	M	T	W	TH	F	S	M	T	W				
Number of Questionnaires	205	144	112	94	18	108	143	72	119	84	26	160	182	131	126	86	147	145	209	141	77	21	147	141	42	2,880			
Computer	133	94	71	60	12	78	99	45	81	51	19	124	126	88	85	61	111	102	140	104	49	16	102	98	28	1,977			
CalJobs/Internet Job Search	58	45	30	30	4	42	48	28	31	30	11	62	86	34	41	27	49	40	67	49	27	7	59	47	25	977			
Resume/Cover Letter	16	13	12	13	3	7	16	3	10	10	1	19	18	9	21	13	11	18	30	8	8	5	17	17	1	299			
Typing Practice	15	8	10	6	6	5	5	1	6	3	4	5	14	3	3	4	5	6	9	5	7		3	4		137			
Typing Certificate	8	5		7	1	2	1		1	1		3	3	2	1	2	2		4		1		2	3		49			
Career Exploration	11	8	8	4	2	4		1	7	2		4	6	6	9	2	5	1	4	1	1		5	6	1	98			
Job Listing	32	28	22	31	1	24	26	27	9	21		33	52	26	25	23	16	16	31	27	21	5	37	20	22	575			
Fax	30	19	16	14	2	13	18	6	19	9	1	21	22	13	27	16	17	17	36	19	8	1	25	15	4	388			
Copier	26	19	10	14	2	12	6	6	12	8		13	13	13	18	9	12	9	25	10	6	1	13	12	2	271			
Telephone	15	18	12	11	2	13	16	4	21	14	1	16	16	21	17	16	17	14	30	18	11	5	18	24	5	355			
Typewriter	6	2	3	2	1	2	2		1	3					1	2	1	2	1	2			4	1		36			
Resource Library	2	7	2	8	1	2	3	1	4	1	1		2	2	4	2	4	1	6	3	1		6	6		69			
Skills Certificate	1	2		4	1	2				2					3	1	2	1	1				2	2		24			
Plato Lab	32	35	26	20	4	17	26	20	21	16	4	17	33	24	30	9	13	22	28	22	12	3	20	31	12	497			
Workshop	4	2	4	1	1	2	1		5			2	3				5	3	2				1	1		37			
Orientation		2		1	1	1	1		3	1		1		1	3				1				1	1		18			

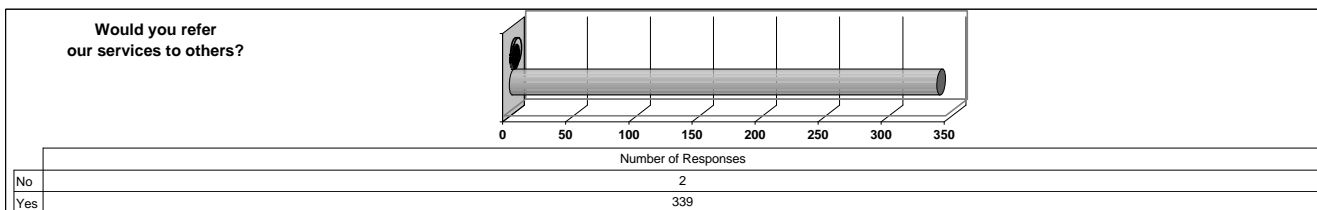
**WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)**  
**Merced - April 2003**  
**Excludes First Time Visitors - See First Impressions**

Number of sign-ins	3,497
Number of questionnaires	1,882
Number of First Visitors*	138

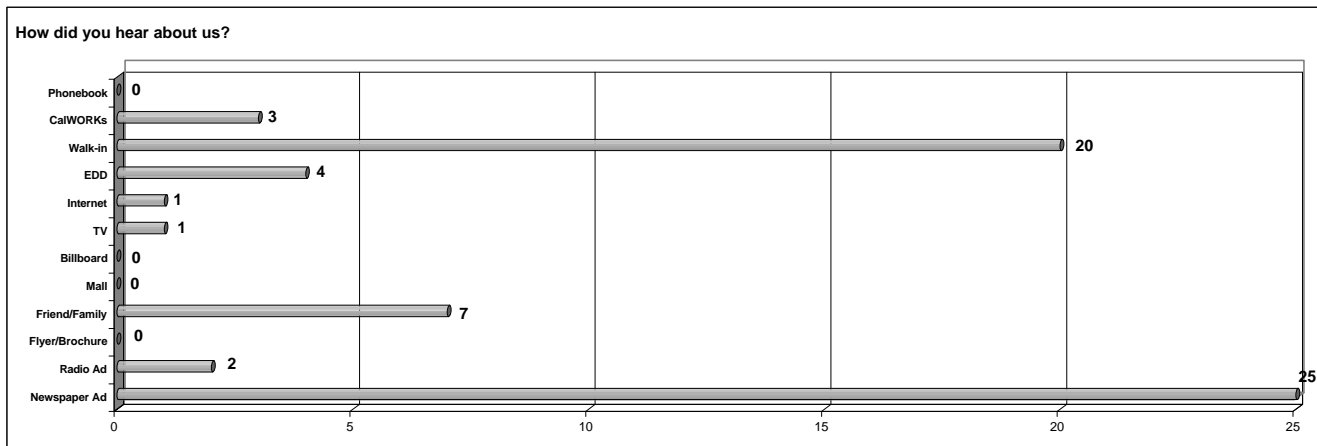
54%

<b>Employed?</b>	<b>#</b>	<b>%</b>
Full-time	2	0.1%
Part-time	1	0.1%
Temporary	0	0.0%
Not Employed	13	0.7%
No Answer	1,866	99.1%

<b>Time of Visit</b>	<b>#</b>
Morning	1,162
Afternoon	624
After 5	82
No Answer	14



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	1,536	3	0	0	2	1	7	3	13	15	302	9.65
Time it took for staff to assist you	1,536	4	2	0	3	5	3	4	9	18	299	9.55
Did you get the information you needed?	1,536	3	0	0	4	2	5	4	5	19	304	9.65
Were you satisfied with the services?	1,536	3	0	0	5	1	4	3	6	20	304	9.66
Did we help you today?	1,537	4	0	0	2	0	4	6	9	22	298	9.65



**Service Data**

	April																												Total
	1	2	3	4	5	7	8	9	10	11	13	14	15	16	17	18	21	22	23	24	25	26	28	29	30				
Day of Week	T	W	TH	F	S	M	T	W	TH	F	SU	M	T	W	TH	F	M	T	W	TH	F	S	M	T	W				
Number of Questionnaires	140	105	64	52	18	63	91	32	74	52	26	118	89	83	89	67	105	105	159	94	50	21	102	77	6	1,882			
Computer	92	74	45	33	12	46	73	21	53	33	19	94	64	55	66	48	82	75	108	74	33	16	72	63	4	1,355			
CalJobs/Internet Job Search	39	29	16	10	4	17	36	10	26	22	11	45	39	15	29	17	34	28	58	31	16	7	33	28	1	601			
Resume/Cover Letter	15	11	11	9	3	6	13	3	9	8	1	15	10	6	20	12	9	16	20	6	7	5	16	11	1	243			
Typing Practice	15	7	9	5	6	5	4	1	5	2	4	5	12	2	3	4	4	6	7	5	6		3	4		124			
Typing Certificate	8	5		6	1	2	1		1			3	3	2	1	2	2		3		1		2	2		45			
Career Exploration	7	5	6	2	2	3			6	2		4	2	2	9	2	5	1	2	1	1		3	4		69			
Job Listing	16	15	7	9	1	4	16	9	8	13		20	13	10	19	14	12	12	23	15	11	5	18	16		286			
Fax	25	15	12	12	2	5	15	5	13	5	1	17	11	11	20	13	13	15	27	11	7	1	17	11		284			
Copier	23	17	7	13	2	11	5	6	11	6		12	13	11	18	8	12	9	20	7	6	1	10	9		237			
Telephone	12	16	8	8	2	9	14	2	16	11	1	12	11	15	14	12	13	9	25	11	9	5	14	17	1	267			
Typewriter	6	2	3	2	1	1	1			2						1	1	2		2			4	1		29			
Resource Library	1	4		3	1	1	2	1	1		1		2	1	2	2	2	1	5	2			5	3		40			
Skills Certificate	1	2		4	1	2					1					3	1	1					2	2		20			
Plato Lab	13	16	9	13	4	5	6	3	6	6	4	8	6	10	12	5	5	9	14	10	4	3	14	9	1	195			
Workshop	4	2	4	1	1	1				1		2	2				1	1					1	1		22			
Orientation		2		1	1	1					1		1										1	1		9			

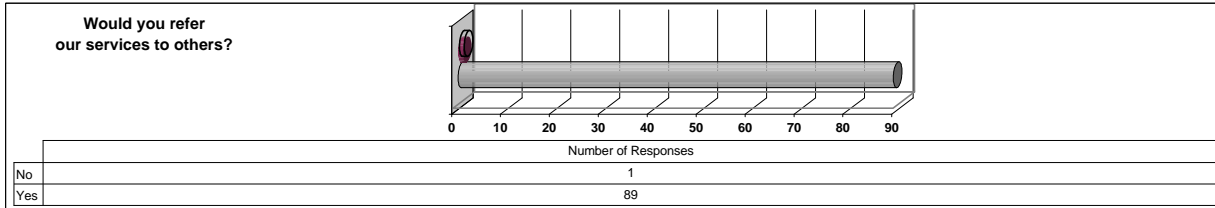
**WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)**  
**Los Banos - April 2003**  
**Excludes First Time Visitors - See First Impressions**

Number of sign-ins	1,903
Number of questionnaires	958
Number of First Visitors*	73

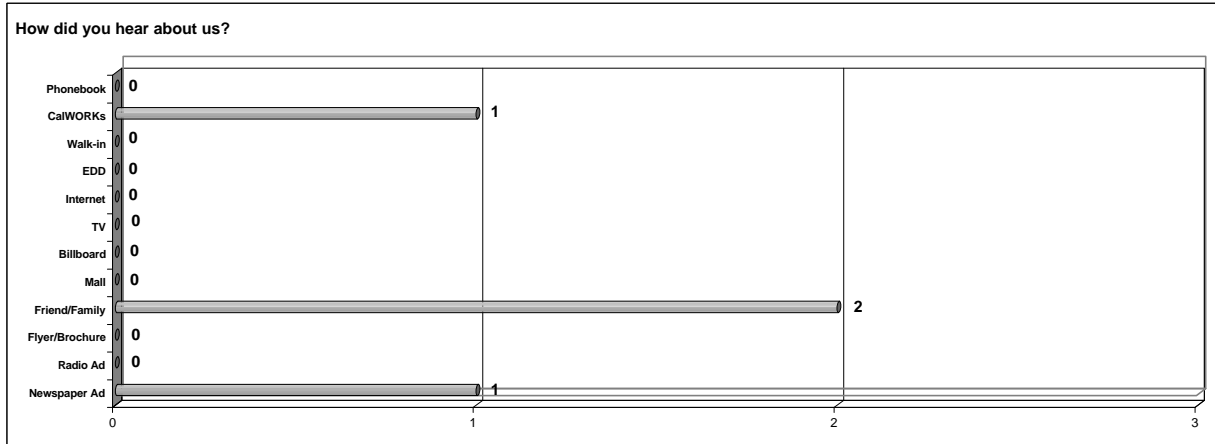
50%

Employed?	#	%
Full-time	3	0.3%
Part-time	9	0.9%
Temporary	0	0.0%
Not Employed	89	9.3%
No Answer	857	89.5%

Time of Visit	#
Morning	528
Afternoon	325
After 5	48
No Answer	57



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	854	0	0	0	0	1	1	5	10	5	82	9.53
Time it took for staff to assist you	854	0	0	0	0	1	2	1	12	11	77	9.51
Did you get the information you needed?	855	0	0	0	0	0	2	4	10	7	80	9.54
Were you satisfied with the services?	856	0	0	0	0	0	1	3	12	7	79	9.57
Did we help you today?	856	0	0	0	0	0	3	0	11	10	78	9.57



**Service Data**

	April														Total						
	1	2	3	4	7	8	9	10	11	14	15	16	17	18		21	22	23	24	25	28
Day of Week	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	
Number of Questionnaires	63	36	47	40	42	48	40	44	31	40	90	46	34	18	40	39	48	46	26	5	823
Computer	39	19	25	25	29	22	24	27	17	29	60	31	16	12	27	26	30	29	15	2	504
CalJobs/Internet Job Search	17	15	14	20	23	10	18	5	8	16	45	17	10	9	13	11	7	17	10	2	287
Resume/Cover Letter	1	2	1	3		1			2	4	8	2	1	1	2	2	9	2	1		42
Typing Practice		1	1	1		1		1	1		2	1			1		1		1		12
Typing Certificate				1					1												2
Career Exploration	4	3	2	2	1		1	1			4	4					1				23
Job Listing	15	13	15	22	18	10	18	1	7	13	39	15	5	9	3	4	7	12	9	2	237
Fax	5	3	4	2	7	3	1	6	4	4	10	2	4	3	4	2	7	8	1		80
Copier	1	2	3	1	1	1		1	2	1		1		1			4	3			22
Telephone	3	2	4	3	4	2	2	5	3	4	4	5	3	4	4	5	4	7	2	1	71
Typewriter					1	1		1	1					1	1						6
Resource Library	1	3	2	5	1	1		3	1			1	2		2			1	1		24
Skills Certificate									1						1	1					3
Plato Lab	19	19	17	7	12	20	17	15	10	9	27	14	18	4	8	13	13	12	8		262
Workshop					1	1		4			1				4	2	1				14
Orientation						1		3				1	3								8





Active Enrollments in WIA Activities, March 2003

Cumulative/Monthly (C/M) Totals through March 31, 2003

Grant/Participant Type	Registered/Enrolled		Exited		Employed		Active
	Cumulative	Monthly	Cumulative	Monthly	Cumulative	Monthly	Total
<b>Adult</b>							
New Enrollees	60	5	8	6	6	4	52
Carry Over	184	0	104	31	62	8	80
<b>Total Adult</b>	<b>244</b>	<b>5</b>	<b>112</b>	<b>37</b>	<b>68</b>	<b>12</b>	<b>132</b> **
<b>Dislocated Worker</b>							
New Enrollees	72	13	8	4	6	2	64
Carry Over	114	0	72	25	49	12	42
<b>Total Dislocated Worker</b>	<b>186</b>	<b>13</b>	<b>80</b>	<b>29</b>	<b>55</b>	<b>14</b>	<b>106</b> **
<b>Youth</b>							
<b>Younger Youth (14-18) (MCOE)</b>							
New Enrollees	358	-515	6	-167	0	-29	352
Carry Over	796	147	363	-175	56	-77	433
<b>Total Younger Youth</b>	<b>1154</b>	<b>-368</b>	<b>369</b>	<b>-342</b>	<b>56</b>	<b>-106</b>	<b>785</b> *
<b>Older Youth (19-21) (JCG)</b>							
New Enrollees	109	-40	2	-40	0	-9	107
Carry Over	39	-7	21	-21	5	0	18
<b>Total Older Youth</b>	<b>148</b>	<b>-47</b>	<b>23</b>	<b>-61</b>	<b>5</b>	<b>-9</b>	<b>125</b> *
<b>Total Youth</b>	<b>1302</b>	<b>-415</b>	<b>392</b>	<b>-403</b>	<b>61</b>	<b>-115</b>	<b>910</b> **
<b>Grand Total</b>	<b>1732</b>	<b>62</b>	<b>584</b>	<b>139</b>	<b>184</b>	<b>-89</b>	<b>1148</b> ***

**Note:** Grand Total may not equal sum of individual grant totals due to dual enrollment.

- \* Individual Youth Category Subtotal
- \*\* Grant Subtotal
- \*\*\* WIA Grand Total

Source: State JTA, Extraction Date 4/21/2003

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	20			12	27	28	47	75
	11 STAFF ASSIST JOB DEVELOP	1	3					1	3	4
	12 STAFF ASSIST JOB REFER					1		1		1
	13 STAFF ASSIST JOB SRCH	12	24			19	28	31	52	83
	14 STAFF ASSIST WRKSHP									
	15 OTHER CORE SERVICES	3	1			10	1	13	2	15
	16 NON WIA FUNDED SERVICES									
17 CO-ENROLLED CORE SERVICES										
INTENSIVE	30 CASE MGMT FOR PARTIC	19	40	161	7	27	11	207	58	265
	31 COMPREHENSIVE ASSESSMNTS	3		1		12		16		16
	32 DEVELOP INDIV EMPL PLAN	5	8	2		15	1	22	9	31
	33 GROUP COUNSELING									
	34 EMPL EXPERIENCE	1	1	13				14	1	15
	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			30	3			30	3	33
	51 CUSTOMIZED TRAINING			1				1		1
	52 ENTREPRENEURIAL TRAINING			8				8		8
	53 JOB READINESS TRAINING			4			1	4	1	5
	54 OCCUP SKILLS TRAINING	11	25	53	3	15	5	79	33	112
	55 ON THE JOB TRAINING	5		2		5	1	12	1	13
	56 PRIVATE SECTOR TRAINING									
	57 SKILL UPGRADNG RETRNG		1			1	1	1	2	3
	58 WRKPLCE TRNG AND COOP ED									
	59 OTHER TRAINING SRVCS									
	60 NON-WIA FUNDED TRNG SRVCS	17	32			16	10	33	42	75
61 CO-ENROLLED TRAINING SRVCS										
YOUTH	70 SUMMER RELATED				2				2	2
	71 EDUCATNL ACHVMNT SRVCS			286	276			286	276	562
	72 EMPLOYMENT SERVICES			103	269			103	269	372
	73 CITIZEN LEADERSHIP SRVCS			3	5			3	5	8
	74 OTHER YOUTH SERVICES			169	52			169	52	221
	75 NONWIA FUNDED YOUTH SRVCS									
	76 CO-ENROLLED YOUTH SRVCS									
MISC.	80 OTHER JTPA						2		2	2
	81 SUPPORTIVE SERVICES	31	49	71	3	38	9	140	61	201
	82 NEEDS RELATED PAYMENT									
	83 BREAK IN SERVICE		1				1		2	2
	84 NON-WIA FUNDED MISC									
	85 CO-ENROLLED MISCELLANEOUS									
TOTAL		124	205	914	620	174	98	1212	923	2135

**WORKFORCE INVESTMENT ACT PARTICIPANT REPORT**  
**7/2002 through 03/2003**  
**Subgrant/Contract Number: R380515**

**March 2003**

**PARTICIPANT SUMMARY**

	<b>Adult</b>	<b>Dislocated Worker</b>	<b>Older Youth</b>	<b>Younger Youth</b>
<b>Total Participants</b>	239	184	148	1,154
Participants Carried In	183	114	38	791
New Participants Entering Grant	60	70	110	363

	<b>Prior Qtr</b>	<b>Curr Period</b>	<b>Prior Qtr</b>	<b>Curr Period</b>	<b>Prior Qtr</b>	<b>Curr Period</b>	<b>Prior Qtr</b>	<b>Curr Period</b>
<b>Total Participants Exiting WIA</b>	<b>75</b>	<b>112</b>	<b>51</b>	<b>80</b>	<b>22</b>	<b>23</b>	<b>281</b>	<b>369</b>
Entered Unsubsidized Employment	56	68	41	55	5	6	40	59
Training Related	42	53	25	35	0	0	10	14
Entered Military Service	0	0	0	0	0	0	0	1
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	8	8
Entered Post-Secondary Education	0	0	0	0	3	3	105	131
Entered Advanced Training	0	0	0	0	1	2	1	3
Attained Recognized Certificate/Diploma Degree	54	72	39	50	6	7	253	310
Attained High School Diploma/GED	0	0	0	0	1	1	252	309
Returned to Secondary School (Youth Only)	0	0	0	0	0	0	5	13
Exits Excluded from Performance	4	5	0	1	0	0	2	4
Other Exits	37	54	26	41	17	18	278	363

<b>Program Activities/Services Summary</b>	<b>Enrolled</b>	<b>Exited</b>	<b>Enrolled</b>	<b>Exited</b>	<b>Enrolled</b>	<b>Exited</b>	<b>Enrolled</b>	<b>Exited</b>
Core Services (Registered)	236	106	176	73	0	0	0	0
Intensive Services	231	103	150	56	111	3	75	2
Training Services	128	61	106	50	58	1	55	1
Youth Services	0	0	0	0	76	21	1096	367
Concurrent Program Participation	12	7	15	5	111	3	1044	330
Individual Training Accounts	35	15	46	18	0	0	0	0
Goals Set (Younger Youth Only)	0	0	0	0	0	0	554	15

**PARTICIPANT CHARACTERISTICS SUMMARY**

	WIA							
	Adult		Dislocated Worker		Older Youth		Younger Youth	
	Enrolled	Exited	Enrolled	Exited	Enrolled	Exited	Enrolled	Exited
<b>Total Participants</b>	243	112	184	80	148	23	1,154	369
<b>Gender</b>								
Female	166	77	91	46	70	10	569	195
Male	77	35	93	34	78	13	585	174
<b>Age</b>								
14-18	5	3	1	0	0	0	1154	369
19-21	28	13	6	3	148	23	0	0
22-29	80	33	36	13	0	0	0	0
30-44	91	35	80	33	0	0	0	0
45-54	28	17	43	23	0	0	0	0
55-61	5	5	16	8	0	0	0	0
62-64	2	2	2	0	0	0	0	0
65 and Older	4	4	0	0	0	0	0	0
<b>Race/Ethnicity</b>								
American Indian/Alaskan Native	7	4	0	0	2	1	12	2
Asian	23	9	5	2	17	1	229	72
Black/African American	18	8	9	5	23	6	90	34
Hawaiian Native/Other Pacific Islander	7	4	4	2	0	0	11	3
White	111	50	75	39	34	6	177	54
Ethnicity Hispanic or Latino	81	38	93	33	78	10	663	211
<b>Labor Force Status</b>								
Employed	96	35	3	2	15	1	44	13
Unemployed	147	77	181	78	132	22	1109	356
<b>Educational Status</b>								
Student, High School or Less	1	0	2	0	2	1	1060	363
Student, Attending Post High School	59	8	22	7	0	0	0	0
Out-of-School, High School Dropout	19	13	19	11	34	6	17	0
Out-of School, high School Grad, with Employment Difficulty	89	58	94	48	112	16	77	6
Out-of-School, High School Grad, No Employment Difficulty	75	33	47	14	0	0	0	0
<b>Barriers to Employment</b>								
Disabled	24	17	14	7	5	2	205	44
Limited English Proficiency	5	2	3	2	11	1	145	52
Single Parent	49	24	32	14	23	4	30	10
Worker Profiling/Reemployment Services Referral	2	2	9	5	1	1	1	0
Low Income	141	75	77	31	146	23	1092	348
Displaced Homemaker	1	1	0	0	1	0	0	0
Offender	22	14	14	5	14	3	63	19
Homeless	3	2	0	0	3	0	5	2
Runaway Youth	0	0	0	0	1	0	12	4
Pregnant/Parenting Youth	0	0	0	0	30	4	59	17
Youth Needing Additional Assistance	0	0	0	0	144	23	1139	368
Basic Literacy Skills Deficient	53	28	62	29	135	20	1096	351
Substance Abuse	7	3	2	2	3	0	35	9

Participant Summary	Cumulative Totals
<b>Total Participants Enrolled</b>	628
<b>Total Participants Served</b>	295
<b>General Eligibility/Noncustodial Parents Category (70%)</b>	175
Long-term TANF Recipients/TANF Exhaustees	126
Noncustodial Parents	49
<b>Other Eligibles Category (30%)</b>	120
TANF Recipient w/Characteristics Long Term Welfare	13
Former Foster Care Participants	102
Custodial Parents w/Income Below 100% Poverty	5
<b>Total Participants Terminated</b>	203
General Eligibility/Noncustodial Parents Category (70%)	171
Other Eligibles Category (30%)	32
<b>Placed in Unsubsidized Employment</b>	11
Greater Than or Equal to 30 Hrs Per Week	10
Less Than 30 Hrs Per Week	1
<b>Employed in Unsubsidized Employment When Entering WTW</b>	2
Greater Than or Equal to 30 Hrs Per Week	1
Less Than 30 Hrs Per Week	1
<b>Placed in Subsidized Employment</b>	12
Greater Than or Equal to 30 Hrs Per Week	3
Less Than 30 Hrs Per Week	9
<b>Transfers</b>	0
Transfer from Grant 800 to Grant 801	0
Transfer Eligibility from 30% to 70% within the Same Grant	0

ACTIVITIES SUMMARY	Cumulative Totals
<b>Total Activities</b>	634
Community Service	0
Work Experience Program	274
Public Sector Employment Wage Subsidy	0
Private Sector Employment Wage Subsidy	0
On-the-Job Training	3
Job Readiness Services	99
Job Placement Services	0
Post-Employment Services	0
Job Retention Services	0
Support Services	2
In-Depth Assessment, Individualized Service, Case Mgmt	256
Pre-employment Job Training/Vocational Education	0

**PARTICIPANT CHARACTERISTICS SUMMARY (Participants from 7/1/2000)**

<b>Gender</b>	295
Male	101
Female	194
<b>Age</b>	295
14-17	0
18-35	202
36-50	86
51-64	7
65 and older	0
<b>Race and Ethnicity (Aggregate Count)</b>	295
American Indian or Alaska Native	3
Asian	4
Black or African American	54
Hispanic or Latino	133
Native Hawaiian or Other Pacific Islander	15
White	86
<b>Participants with Disabilities</b>	7



## A Merced County Labor Market Review

**The QuickLook:** Welcome to the Merced County labor market summary. The QuickLook 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 W. Wardrobe Ave., Merced, CA 95340. Telephone (209) 724-2152. Email: [PITD222@co.merced.ca.us](mailto:PITD222@co.merced.ca.us)

Merced County						
Data Not Adjusted for Seasonality						
	Mar 02	Jan 03	Feb 03	Mar 03		
			Revised	Prelim.		
Civilian Labor Force	87,400	92,500	93,600	93,900		
Civilian Employment	72,000	76,300	77,000	77,500	<b>Employed Increase (DECREASE) From Previous Month</b>	<b>Percent Increase -DECREASE Previous Month to Current Month</b>
Civilian Unemployment	15,500	16,100	16,600	16,400		
Civilian Unemployment Rate	17.7%	17.5%	17.8%	17.4%		
(CA Unemployment Rate)	6.8%	7.1%	7.0%	6.8%		
(U.S. Unemployment Rate)	6.1%	6.5%	6.4%	6.2%		
<b>Total, All Industries</b>	<b>61,400</b>	<b>64,200</b>	<b>64,600</b>	<b>65,200</b>	<b>600</b>	<b>0.93%</b>
Total Farm	8,000	8,500	8,300	8,400	100	1.20%
Total Nonfarm	53,400	55,700	56,300	56,800	500	0.89%
Total Private	39,600	42,100	42,500	42,700	200	0.47%
Goods Producing	12,100	13,200	13,500	13,500	0	
Natural Resources, Mining and Construction	2,300	2,400	2,500	2,500	0	
Manufacturing	9,800	10,800	11,000	11,000	0	
Durable Goods	1,800	1,900	1,900	1,900	0	
Nondurable Goods	8,000	8,900	9,100	9,100	0	
Food Man & Beverage & Tobacco	6,000	6,900	7,100	7,200	100	1.41%
Residual-Textile Mills	2,000	2,000	2,000	1,900	(100)	-5.00%
Service Providing	41,300	42,500	42,800	43,300	500	1.17%
Trade, Transportation and Utilities	10,600	11,500	11,500	11,800	300	2.61%
Wholesale Trade	1,500	1,500	1,500	1,600	100	6.67%
Retail Trade	7,000	7,500	7,500	7,600	100	1.33%
Food and Beverage Stores	1,500	1,900	1,900	1,900	0	
General Merchandise Stores	1,500	1,400	1,400	1,500	100	7.14%
Residual-Miscellaneous Store Retailers	4,000	4,200	4,200	4,200	0	
Transportation, Warehousing and Utilities	2,100	2,500	2,500	2,600	100	4.00%
Information	500	500	500	500	0	
Financial Activities	1,700	1,800	1,800	1,800	0	
Finance and Insurance	1,000	1,000	1,000	1,000	0	
Real Estate and Rental and Leasing	700	800	800	800	0	
Professional and Business Services	3,200	3,700	3,800	3,700	(100)	-2.63%
Educational and Health Services	5,300	5,300	5,200	5,200	0	
Leisure and Hospitality	4,500	4,300	4,400	4,400	0	
Food Services and Drinking Places	3,700	3,600	3,700	3,700	0	
Residual-Arts, Entertainment, and Recreation	800	700	700	700	0	
Other Services	1,700	1,800	1,800	1,800	0	
Government	13,800	13,600	13,800	14,100	300	2.17%
Federal Government	800	1,000	1,000	1,000	0	
State and Local Government	13,000	12,600	12,800	13,100	300	2.34%
State Government	600	600	600	600	0	
Local Government	12,400	12,000	12,200	12,500	300	2.46%

**The QuickLook:** The County continues with one of the highest unemployment rates in the State, ranking 55th out of 58 counties. The preliminary March result is a decline of 0.4 percentage point in the unemployment rate from the revised February rate. This preliminary figure is 0.3 percentage point lower than one year ago. This result is 0.2 percentage point lower than the 20-year average unemployment rate for March.

Overall, the County saw a gain of 600 jobs from the previous month led by a 500 job-growth in employed nonfarm workers. Another 100 jobs were gained in farm related occupations.

Increases in employment came in service providing occupations, specifically trade, transportation and utilities.

## Merced County Current Labor Force and Industry Employment

**The QuickLook At: California's** unemployment rate was 6.6 percent in March, down from a revised 6.7 percent in February, the state Employment Development Department (EDD) reported today. A year ago, in March 2002, California's unemployment rate was 6.6 percent.

According to EDD's survey of employers, payroll employment in California fell by 4,100 jobs over the month, for a total of 14,474,100.

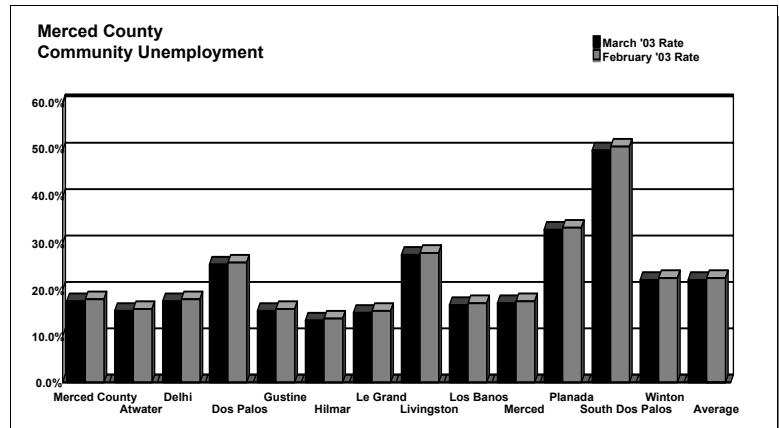
According to the separate survey of households, the number of Californians holding jobs in March was 16,448,000 – an increase of 26,000 from February and up 237,000 from the employment total in March of last year.

The number of people unemployed in California was 1,159,000 – a decrease of 20,000 over the month, but up by 13,000 compared with March of last year.

Of the unemployed, 687,000 were laid off, 65,600 left their jobs voluntarily, and the remaining were either new entrants or reentrants into the labor market.

**The QuickLook At: Sub County** average unemployment rates for the county, cities and municipalities saw an overall decrease of 0.37 percent this month. This decrease slightly offset the .039 percent increase last month. All communities noted decreases in unemployment, led by Dos Palos and South Dos Palos with a 0.5 percent decrease. Livingston and Winton's decrease mirrored the county's overall result of a .04 decrease.

Area Name	Labor Force	Employment	Unemployment	
			Number	Rate
Merced County	93,900	77,500	16,400	17.4%
Atwater - city	10,980	9,260	1,720	15.7%
Delhi - CDP	1,710	1,410	300	17.5%
Dos Palos - city	2,180	1,630	550	25.3%
Gustine - city	2,070	1,750	320	15.6%
Hilmar-Irwin - CDP	1,910	1,650	260	13.6%
Le Grand - CDP	560	470	90	15.2%
Livingston - city	4,500	3,270	1,230	27.4%
Los Banos - city	7,980	6,640	1,340	16.8%
Merced - city	28,510	23,580	4,930	17.3%
Planada - CDP	2,000	1,340	660	32.9%
South Dos Palos - CDP	640	320	320	50.0%
Winton - CDP	3,800	2,950	850	22.3%

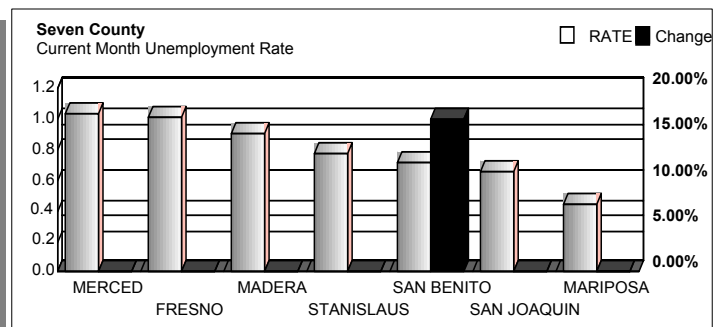


**The QuickLook At The Seven Counties:** Merced County's workforce has grown over the past 20 years reflecting improvement of the County's economic well being; however, unemployment remains a consistent barrier to greater prosperity. Average Unemployment has fluctuated from a yearly low of 11.1 percent in 1988 to a yearly high of 17.1 percent in 1995. Between the years 1983 to 2002 Merced County's average unemployment was 14.3 percent.

The county remains in the top five percent of all California counties remaining 55th out of the 58 counties during the month of March with an unemployment rate of 17.4 percent, followed by Fresno at 17 percent, Madera 15.1 percent, Stanislaus 12.9 percent, San Benito County 12 percent, San Joaquin 10.9 percent and Mariposa at 7.5 percent unemployment.

All counties' unemployment rate remained unchanged from the previous month, except for San Benito County which experienced .01 percent increase in its unemployment rate.

COUNTY	RANK	LABOR FORCE	EMPLOYMENT	UNEMPLOYMENT	RATE
MERCED	55	93,900	77,500	16,400	17.4%
FRESNO	54	400,300	332,100	68,200	17.0%
MADERA	49	56,600	48,100	8,600	15.1%
STANISLAUS	44	220,000	191,500	28,500	12.9%
SAN BENITO	42	27,470	24,190	3,290	12.0%
SAN JOAQUIN	40	281,800	251,200	30,600	10.9%
MARIPOSA	26	8,560	7,920	640	7.5%





## A Merced County Labor Market Review

**The QuickLook:** Welcome to the Merced County labor market summary. The QuickLook 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 W. Wardrobe Ave., Merced, CA 95340. Telephone (209) 724-2152. Email: [PITD222@co.merced.ca.us](mailto:PITD222@co.merced.ca.us)

Merced County						
Data Not Adjusted for Seasonality						
	Apr 02	Feb 03	Mar 03	Apr 03		
			Revised	Prelim.		
					Employed Increase (DECREASE) From Previous Month	Percent Increase -DECREASE Previous Month to Current Month
Civilian Labor Force	88,400	93,600	94,000	94,000		
Civilian Employment	74,500	77,000	77,600	79,000		
Civilian Unemployment	13,900	16,600	16,400	15,000		
Civilian Unemployment Rate	15.7%	17.8%	17.4%	16.0%		
(CA Unemployment Rate)	6.5%	7.0%	6.9%	6.6%		
(U.S. Unemployment Rate)	5.7%	6.4%	6.2%	5.8%		
<b>Total, All Industries</b>	64,100	64,600	65,100	67,200	<b>2,100</b>	3.23%
<b>Total Farm</b>	9,600	8,300	8,400	10,200	<b>1,800</b>	21.43%
<b>Total Nonfarm</b>	54,500	56,300	56,700	57,000	<b>300</b>	0.53%
<b>Total Private</b>	40,800	42,500	42,700	43,000	<b>300</b>	0.70%
<b>Goods Producing</b>	13,000	13,500	13,500	13,500	0	
<b>Natural Resources, Mining and Construction</b>	2,300	2,500	2,500	2,500	0	
<b>Manufacturing</b>	10,700	11,000	11,000	11,000	0	
<b>Durable Goods</b>	1,800	1,900	1,900	2,000	<b>100</b>	5.26%
<b>Nondurable Goods</b>	8,900	9,100	9,100	9,000	(100)	-1.10%
<b>Food Man &amp; Beverage &amp; Tobacco</b>	6,900	7,100	7,200	7,100	(100)	-1.39%
<b>Residual-Textile Mills</b>	2,000	2,000	1,900	1,900	0	
<b>Service Providing</b>	41,500	42,800	43,200	43,500	<b>300</b>	0.69%
<b>Trade, Transportation and Utilities</b>	10,700	11,500	11,800	11,800	0	
<b>Wholesale Trade</b>	1,500	1,500	1,600	1,600	0	
<b>Retail Trade</b>	7,000	7,500	7,600	7,600	0	
<b>Food and Beverage Stores</b>	1,500	1,900	1,900	1,900	0	
<b>General Merchandise Stores</b>	1,500	1,400	1,500	1,500	0	
<b>Residual-Miscellaneous Store Retailers</b>	4,000	4,200	4,200	4,200	0	
<b>Transportation, Warehousing and Utilities</b>	2,200	2,500	2,600	2,600	0	
<b>Information</b>	500	500	500	500	0	
<b>Financial Activities</b>	1,700	1,800	1,800	1,900	<b>100</b>	5.56%
<b>Finance and Insurance</b>	1,000	1,000	1,000	1,100	<b>100</b>	10.00%
<b>Real Estate and Rental and Leasing</b>	700	800	800	800	0	
<b>Professional and Business Services</b>	3,300	3,800	3,700	3,800	<b>100</b>	2.70%
<b>Educational and Health Services</b>	5,400	5,200	5,200	5,300	<b>100</b>	1.92%
<b>Leisure and Hospitality</b>	4,500	4,400	4,400	4,400	0	
<b>Food Services and Drinking Places</b>	3,800	3,700	3,700	3,700	0	
<b>Residual-Arts, Entertainment, and Recreation</b>	700	700	700	700	0	
<b>Other Services</b>	1,700	1,800	1,800	1,800	0	
<b>Government</b>	13,700	13,800	14,000	14,000	0	
<b>Federal Government</b>	800	1,000	1,000	1,000	0	
<b>State and Local Government</b>	12,900	12,800	13,000	13,000	0	
<b>State Government</b>	600	600	600	600	0	
<b>Local Government</b>	12,300	12,200	12,400	12,400	0	

**The QuickLook:** The County continues with one of the highest unemployment rates in the State, ranking 55th out of 58 counties. The preliminary April result is a decline of 1.4 percentage point in the unemployment rate from the revised March rate. This preliminary figure is 0.3 percentage point higher than one year ago; however the result is equal to the 20-year average unemployment rate for April.

Overall, the County saw a gain of 2,100 jobs in April following 600 new jobs created in March. The gain was led by total farm with 1,800 jobs while the additional 300 were found in durable goods, financial activities, profession and business services and education and health services.

Only non-durable goods saw a decrease in number employed, losing 100 jobs in food manufacturing, beverage and tobacco.

## Merced County Current Labor Force and Industry Employment

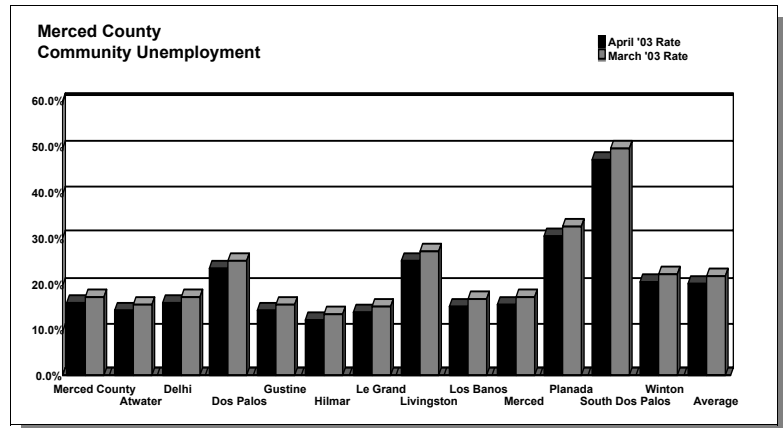
**The QuickLook At:** California's seasonally adjusted unemployment rate was 6.7 percent in April. This was unchanged from the rate in February and March, but up 0.1 percentage point from one year ago. In comparison, the U.S. unemployment rate was up 0.2 percentage points to 6.0 percent in April. This was up 0.1 percentage point from April 2002.

There were 14,462,100 jobs in total nonfarm industries (seasonally adjusted) in April, 13,100 jobs fewer than in March. This followed a smaller decline in March (3,000 jobs) and a larger drop in February (15,100 jobs). In the first four months of 2003, California's total nonfarm employment fell 2,800 jobs, for an average monthly loss of 700 jobs. This was slightly worse than the average monthly gain of 600 jobs in 2002, but much better than the average monthly loss of 18,300 jobs in 2001.

The actual California nonfarm job count (not seasonally adjusted) increased 10,900 jobs in April. Within nonfarm industries, six sectors had month-over job gains and five sectors had month-over job declines. Job increases were recorded in leisure and hospitality (8,700), construction (7,500), government (2,700), educational and health services (1,400), financial activities (400), and other services (200). Job losses were recorded in manufacturing (5,200), trade, transportation and utilities (2,700), professional and business services (1,500), natural resources and mining (400), and information (200).

**The QuickLook At: Sub County** average unemployment rates for the county, cities and municipalities saw an overall 1.68 percent decrease this month. The rise in those employed can be attributed to the beginning of the growing season in the county. All communities noted decreases in unemployment, led by South Dos Palos with a 2.7 percent decrease. Livingston was close behind with a 2.1 percent improvement.

Area Name	Labor Force	Employment	Unemployment	
			Number	Rate
Merced County	94,000	79,000	15,000	16.0%
Atwater - city	11,020	9,440	1,580	14.3%
Delhi - CDP	1,720	1,440	280	16.0%
Dos Palos - city	2,170	1,660	510	23.4%
Gustine - city	2,080	1,780	300	14.2%
Hilmar-Irwin - CDP	1,920	1,680	240	12.4%
Le Grand - CDP	560	480	80	13.9%
Livingston - city	4,460	3,330	1,130	25.3%
Los Banos - city	8,000	6,770	1,230	15.4%
Merced - city	28,560	24,030	4,530	15.8%
Planada - CDP	1,970	1,370	600	30.6%
South Dos Palos - CDP	620	330	290	47.3%
Winton - CDP	3,790	3,010	780	20.5%

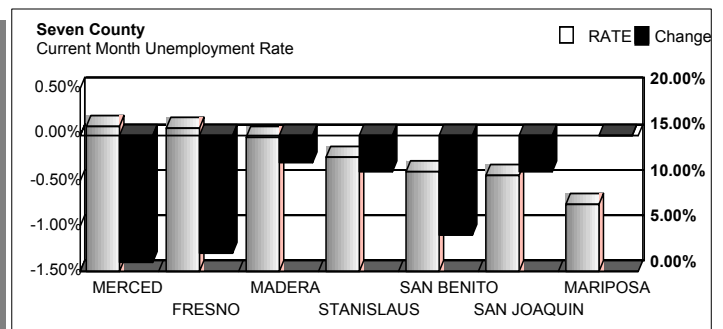


**The QuickLook At The Seven Counties:** Merced County's workforce has grown over the past 20 years reflecting improvement of the County's economic well being; however, unemployment remains a consistent barrier to greater prosperity. Average Unemployment has fluctuated from a yearly low of 11.1 percent in 1988 to a yearly high of 17.1 percent in 1995. Between the years 1983 to 2002 Merced County's average unemployment was 14.3 percent.

The county's unemployment rate remains the fifth highest in the state, in spite of a 1.4 percent improvement over the revised March rate, followed immediately by Fresno County with a 1.3 percent improvement from the previous month.

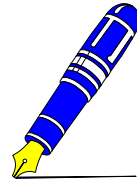
All counties' unemployment rate improved except in Mariposa County with the rate there holding at 7.5 percent. Fresno County had the second highest percent improvement followed by San Benito and Stanislaus Counties, respectively.

COUNTY	RANK	LABOR FORCE	EMPLOYMENT	UNEMPLOYMENT	RATE
MERCED	55	93,900	77,500	16,400	17.4%
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MARIPOSA	26	8,560	7,920	640	7.5%



# DIRECTORS NOTES

05/22/03



## Local News

- WIA budget for California and Merced is reduced in all areas. The State of California WIA allocations have been reduced by 16.36%. The Central San Joaquin Valley and other rural Counties have been hit hardest. Sub-state allocation formulas have shifted funds to the Greater Bay area and Silicon Valley due to the spike in unemployment in those highly populated areas. Merced's reductions are as follows: Adult 25.44%, Dislocated Worker 31.07%, and Youth 28.13%. Total loss in allocation to Merced's \$2,141,783.
- The Department has initiated a call to action of the Central California WIA's, to work as a region with the State and Federal agencies and elected officials to mitigate the lack of resources to our region for Workforce Investment. The Counties and Workforce Investment areas that have indicated their participation are as follows: San Joaquin, Stanislaus, Merced, Madera, Fresno, Mother Load Consortium, Kings, Tulare, Kern, San Benito, San Luis Obispo, Santa Barbara and Monterey.
- The Department has completed the State Fiscal and Procurement Monitoring for the WIA programs. A final report will be forwarded to the Department and shared with the WIB within 90 days.
- Central Valley WIA Directors have identified the Merced Director, Andrea T Baker, as their liaison to the Federal Interagency Task Force for the Economic Development of the Central San Joaquin Valley. This task force was established by Executive Order by President Bush in February 2002.
- The kickoff to the Workforce Academies was held May 16, 2003. Department staff, Elaine Craig and Julieanne Brantley, have been working on the steering committee in preparation for the Workforce Academies and subsequent Workforce Roundtables. WIB members Don Bergman, Scott Galbraith and John Fowler are key steering committee members representing the Chamber and Economic Development.

## State/Local News

- State Senator Jeff Denham is tentatively scheduled to visit the One-Stop May 30, 2003. Plans for his visit will commence once a firm date is set.

## State and National News

- The House of Representative have passed HR 1261, the bill would reauthorize the Workforce Investment Act. The Vote was 220 to 204, with Congressman Cardoza voting “no”. The Senate has no bill at this time but is expected to have one by August.