

TO: WIB Quality Assurance Committee

DATE: 05/28/04

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Worknet Employment Resource Center Management Tools

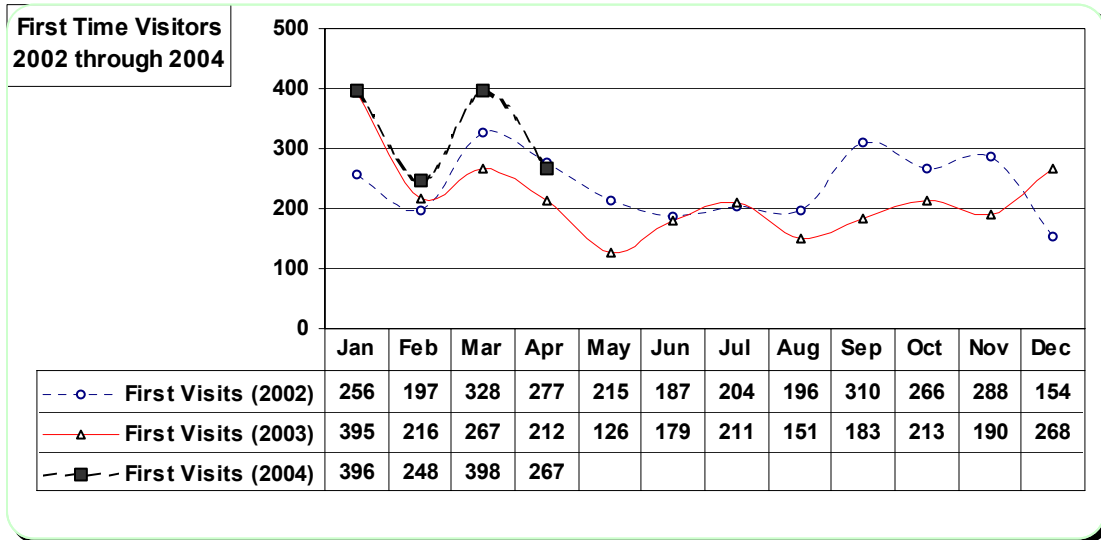
PROPOSED MOTION(S): Information/Discussion Only.

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 April 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 April 2004.

ATTACHMENT(S):

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

WorkNet Customer Service Data for April 2004



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of April 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 April 2004, all locations recorded 4,377 sign-ins with 1,640 customers returning the Day Pass and 267 first time visitors. Afternoon was the most popular time for customers to use our services, with 912 customers. Morning received 703 responses from our customers.

Customer Employment Status

Of the 1,640 customers that returned the day pass, 22 said they are employed full-time; 14 responded with part-time employment; and 26 responded with temporary employment. Nine hundred thirty-seven customers responded with not employed. Six hundred forty-one customers 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. One hundred thirty-four returning customers responded to this question with 52 responses of walk-in. The next most frequent response was CalWORKs with 20 responses. Of the 267 first time visitors, 104 responded to this question. Friend/Family was the most frequent response

Customer Service Data for April 2004

with 30 responses. Walk-in with 25 responses, was the next most frequent response. EDD was the 3rd most frequent response with 20 responses.

Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.31 and 9.49 with "Were you satisfied with the services?" receiving the highest rating of 9.49. For customers that rated our services with a five or less, "Time it took for staff to assist you" had the highest dissatisfaction with 16 responses.

How do our customers use our services?

In the month of April, our customers report using the computer most often with 1,247 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (561); Resume/Cover Letter was second with 146 responses.

For non-computer related services, Plato Lab was the most often used service by our customers, with 300 responses. Fax was the next most often used service with 191 responses.

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

| | | | |
|--------------------|-------------------------|-----------------------|-----------------|
| Job Listings (182) | Telephone (174) | Copier (155) | Typewriter (18) |
| Workshop (17) | Skills Certificate (12) | Resource Library (11) | |
| Orientation (5) | | | |

First Impressions (First Time Customers)

For the month of March, all locations recorded 267 first time customers. Two hundred twenty-six of our first time customers would refer our services to others (1 participant would not refer our services to others). Customers Satisfaction questions received ratings from 9.40 to 9.54 with "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 April 2004
(Day Pass Information)**

| | Apr 03 | Feb 04 | Mar 04 | Apr 04 |
|-----------------------------|---------------|---------------|---------------|---------------|
| Daily Sign-ins | 5,547 | 4,464 | 5,288 | 4,277 |
| Daily Questionnaires | 2,880 | 1,552 | 1,897 | 1,640 |
| First Visit | 212 | 248 | 398 | 267 |

Customer Satisfaction

| | | | | |
|--|------|------|------|------|
| Courtesy of Staff | 9.62 | 9.61 | 9.53 | 9.42 |
| Time it took for staff to assist you | 9.55 | 9.59 | 9.57 | 9.31 |
| Did you get the information you needed | 9.62 | 9.62 | 9.60 | 9.40 |
| Were you satisfied with the services? | 9.64 | 9.65 | 9.56 | 9.49 |
| Did we help you today? | 9.63 | 9.64 | 9.61 | 9.42 |

What did our customer use?

| | | | | |
|-----------------------------|-------|-------|-------|-------|
| Computer | 1,977 | 1,060 | 1,333 | 1,247 |
| CalJobs/Internet Job Search | 977 | 536 | 614 | 561 |
| Resume/Cover Letter | 299 | 170 | 200 | 146 |
| Typing Practice | 137 | 62 | 86 | 89 |
| Typing Certificate | 49 | 22 | 38 | 13 |
| Career Exploration | 98 | 48 | 67 | 31 |
| Job Listing | 575 | 212 | 251 | 182 |
| Fax | 388 | 201 | 278 | 191 |
| Copier | 271 | 159 | 193 | 155 |
| Telephone | 355 | 198 | 228 | 174 |
| Typewriter | 36 | 17 | 20 | 18 |
| Resource Library | 69 | 32 | 29 | 11 |
| Skills Certificate | 24 | 14 | 23 | 12 |
| Plato Lab | 497 | 224 | 344 | 300 |
| Workshop | 37 | 12 | 26 | 17 |
| Orientation | 18 | 12 | 16 | 5 |

How did you hear about us?

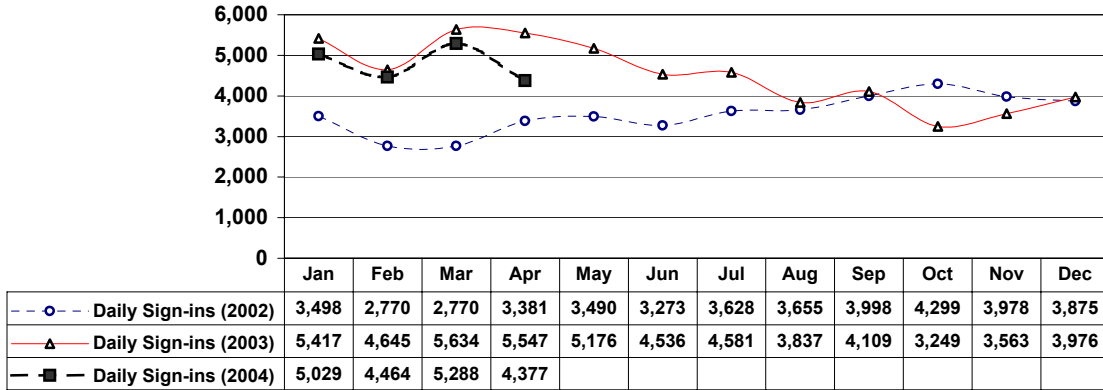
| | | | | |
|----------------|----|----|----|----|
| Newspaper ad | 26 | 58 | 24 | 19 |
| Radio ad | 2 | 6 | 2 | 2 |
| Flyer/Brochure | 0 | 1 | 7 | 5 |
| Friend/Family | 9 | 19 | 31 | 15 |
| EDD | 4 | 22 | 25 | 7 |
| Merced Mall | 0 | 1 | 1 | 3 |
| Billboard | 0 | 1 | 0 | 1 |
| TV ad | 1 | 1 | 0 | 1 |
| Internet | 1 | 5 | 8 | 5 |
| Walk-in | 20 | 48 | 47 | 52 |
| CalWORKs | 4 | 30 | 20 | 20 |
| Phonebook | 0 | 7 | 7 | 4 |

Na = Not Asked

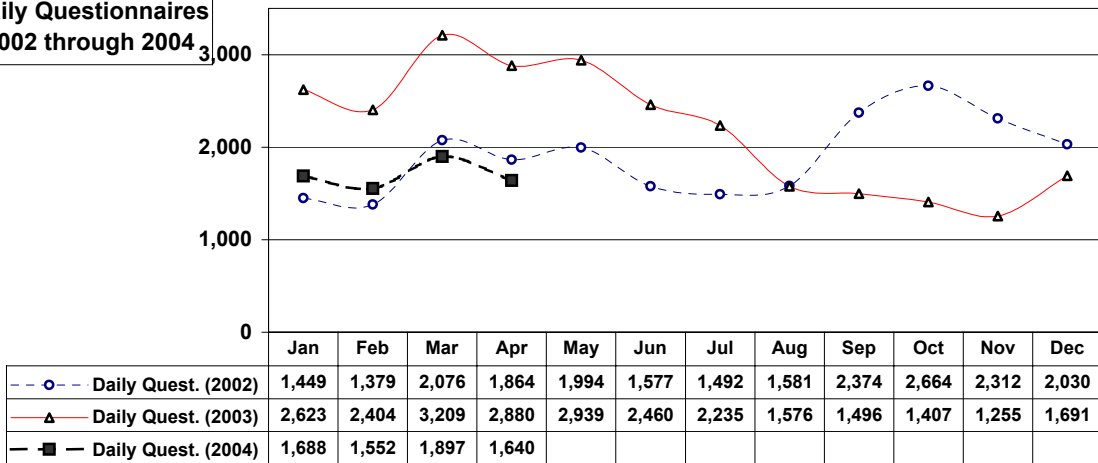
Marketing advertisements for April 2004.
04/1-3, 6-10, 13-17, 27-30/2004: Various Newspaper Ads
Worknet Signs placed inside all Merced "The Bus" buses.

**WorkNet - Annual Comparison
2002 through 2004**

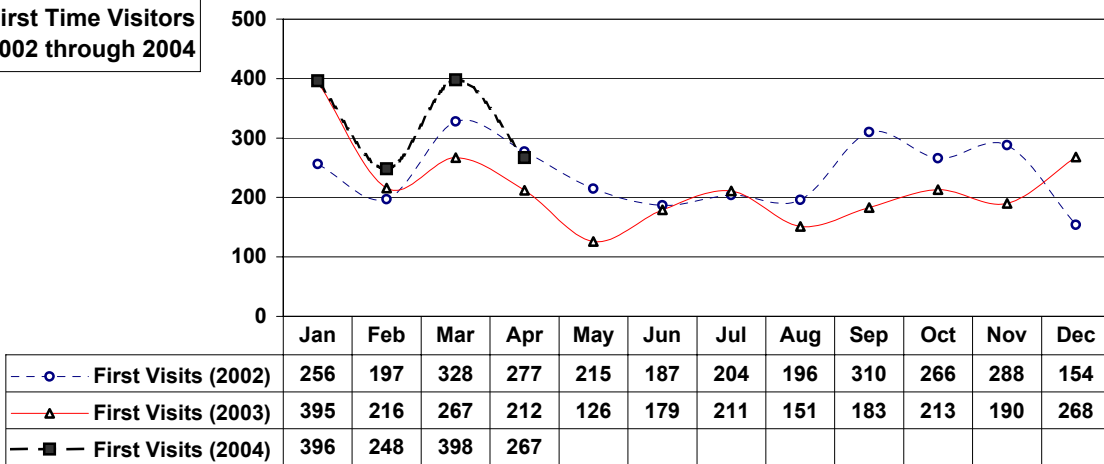
**Daily Sign-ins
2002 through 2004**



**Daily Questionnaires
2002 through 2004**



**First Time Visitors
2002 through 2004**



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

All Locations - April 2004

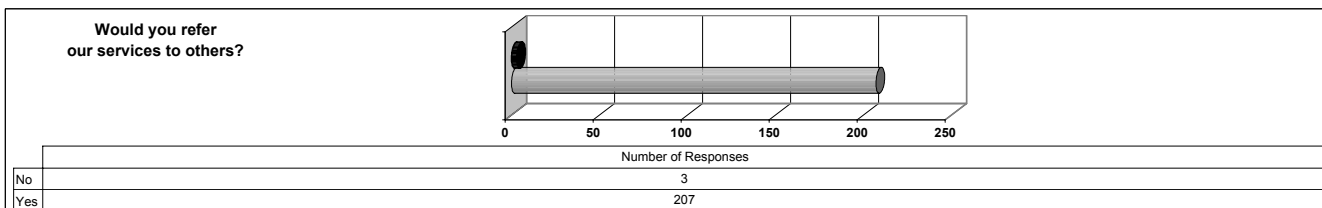
Excludes First Time Visitors - See First Impressions

| | |
|---------------------------|-------|
| Number of sign-ins | 4,377 |
| Number of questionnaires | 1,640 |
| Number of First Visitors* | 267 |
| *Merced | 198 |
| *Los Banos | 61 |
| *Livingston | 8 |

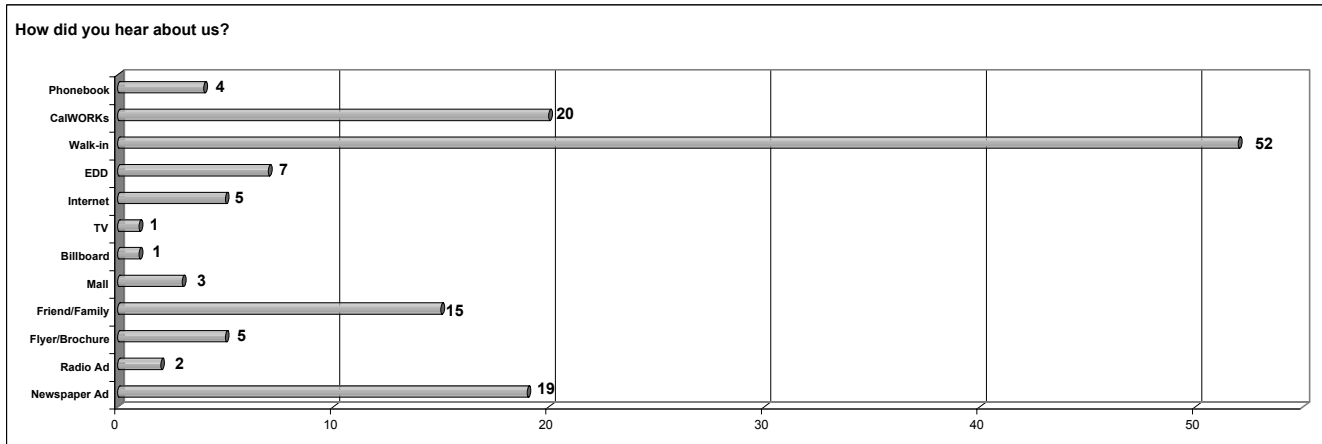
37%

| | | |
|------------------|----------|----------|
| Employed? | # | % |
| Full-time | 22 | 1.3% |
| Part-time | 14 | 0.9% |
| Temporary | 26 | 1.6% |
| Not Employed | 937 | 57.1% |
| No Answer | 641 | 39.1% |

| | |
|----------------------|----------|
| Time of Visit | # |
| Morning | 703 |
| Afternoon | 912 |
| After 5 | 0 |
| No Answer | 25 |



| Customer Satisfaction Questions | No Answer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Rating |
|---|-----------|---|---|---|---|---|---|---|---|----|-----|--------|
| Courtesy of Staff | 1,424 | 4 | 1 | 1 | 2 | 4 | 0 | 5 | 8 | 11 | 180 | 9.42 |
| Time it took for staff to assist you | 1,424 | 5 | 3 | 3 | 3 | 2 | 0 | 3 | 4 | 14 | 179 | 9.31 |
| Did you get the information you needed? | 1,424 | 3 | 0 | 4 | 3 | 3 | 3 | 1 | 8 | 11 | 180 | 9.40 |
| Were you satisfied with the services? | 1,425 | 3 | 1 | 2 | 2 | 2 | 2 | 2 | 5 | 15 | 181 | 9.49 |
| Did we help you today? | 1,425 | 4 | 0 | 2 | 4 | 1 | 3 | 2 | 6 | 16 | 177 | 9.42 |



Service Data

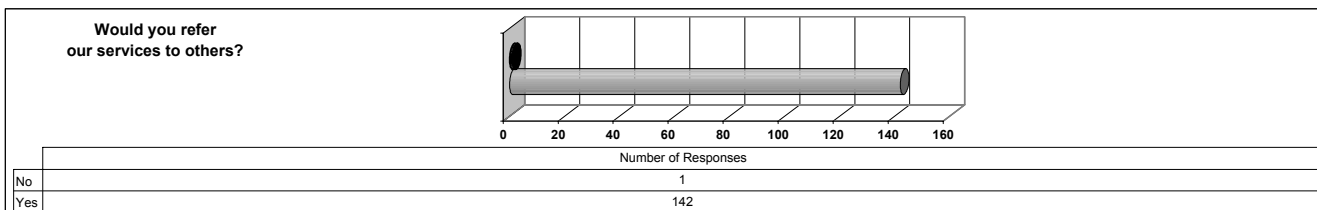
| | April | | | | | | | | | | | | | | | | | | | | | | | | | | | | Total |
|-----------------------------|-------|----|----|----|-----|----|----|----|----|----|----|----|----|----|----|----|-----|----|----|----|----|----|--|--|--|-------|-------|--|-------|
| Day of Week | TH | F | M | T | W | TH | F | M | T | W | TH | F | M | T | W | TH | F | M | T | W | TH | F | | | | | | | |
| Number of Questionnaires | 71 | 67 | 35 | 67 | 102 | 49 | 25 | 65 | 63 | 76 | 56 | 71 | 99 | 81 | 81 | 76 | 123 | 89 | 96 | 82 | 76 | | | | | 1,640 | | | |
| Computer | 51 | 53 | 24 | 46 | 83 | 36 | 20 | 48 | 44 | 58 | 43 | 56 | 84 | 70 | 62 | 59 | 54 | 87 | 68 | 74 | 63 | 64 | | | | | 1,247 | | |
| CalJobs/Internet Job Search | 24 | 27 | 14 | 24 | 29 | 23 | 11 | 26 | 22 | 33 | 25 | 30 | 33 | 27 | 26 | 24 | 24 | 30 | 27 | 35 | 23 | 24 | | | | | 561 | | |
| Resume/Cover Letter | 8 | 6 | 5 | 7 | 13 | 2 | 3 | 2 | 7 | 12 | 8 | 5 | 11 | 6 | 4 | 5 | 10 | 10 | 6 | 6 | 7 | 3 | | | | | 146 | | |
| Typing Practice | 6 | 4 | | 3 | 7 | 2 | 2 | 2 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 6 | 6 | 3 | 2 | 4 | 7 | 3 | | | | | 89 | | |
| Typing Certificate | | | | 2 | 4 | | | | | | | 2 | | 1 | | 2 | | | | 1 | 1 | | | | | 13 | | | |
| Career Exploration | | 1 | | 2 | 4 | 1 | | 1 | 3 | | 1 | 4 | 3 | 2 | 1 | 1 | 1 | 1 | 2 | | 1 | 2 | | | | | 31 | | |
| Job Listing | 10 | 14 | 4 | 4 | 15 | 6 | 4 | 9 | 8 | 14 | 6 | 7 | 9 | 10 | 10 | 10 | 7 | 9 | 7 | 8 | 8 | 3 | | | | | 182 | | |
| Fax | 9 | 9 | 6 | 4 | 12 | 3 | 4 | 10 | 6 | 10 | 8 | 9 | 12 | 10 | 7 | 12 | 5 | 21 | 9 | 12 | 8 | 5 | | | | | 191 | | |
| Copier | 7 | 6 | 4 | 5 | 12 | 2 | 3 | 8 | 9 | 9 | 3 | 10 | 10 | 11 | 11 | 7 | 5 | 7 | 7 | 7 | 8 | 4 | | | | | 155 | | |
| Telephone | 13 | 11 | 1 | 3 | 8 | 9 | 2 | 10 | 5 | 10 | 6 | 9 | 10 | 13 | 11 | 10 | 4 | 12 | 7 | 4 | 10 | 6 | | | | | 174 | | |
| Typewriter | 2 | 1 | | | 1 | 1 | | 1 | 1 | 2 | | | | | 1 | | 1 | 3 | 2 | 1 | 1 | | | | | | 18 | | |
| Resource Library | | | | | 2 | | | | 1 | 1 | | | | | 1 | 1 | | | 1 | 1 | 1 | 2 | | | | | 11 | | |
| Skills Certificate | 1 | 1 | | | 2 | 1 | 1 | | | | | 3 | 1 | | 1 | | | | | | 1 | | | | | | 12 | | |
| Plato Lab | 19 | 13 | 8 | 19 | 17 | 7 | 2 | 10 | 15 | 9 | 11 | 11 | 11 | 14 | 14 | 14 | 15 | 28 | 18 | 21 | 14 | 10 | | | | | 300 | | |
| Workshop | 1 | 1 | 1 | 2 | | 1 | 2 | 1 | 1 | 1 | | 2 | 1 | 2 | | | | | | | | 1 | | | | | 17 | | |
| Orientation | 1 | | | | | | | | | | | | 2 | | 1 | | | | | | | 1 | | | | | 5 | | |

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

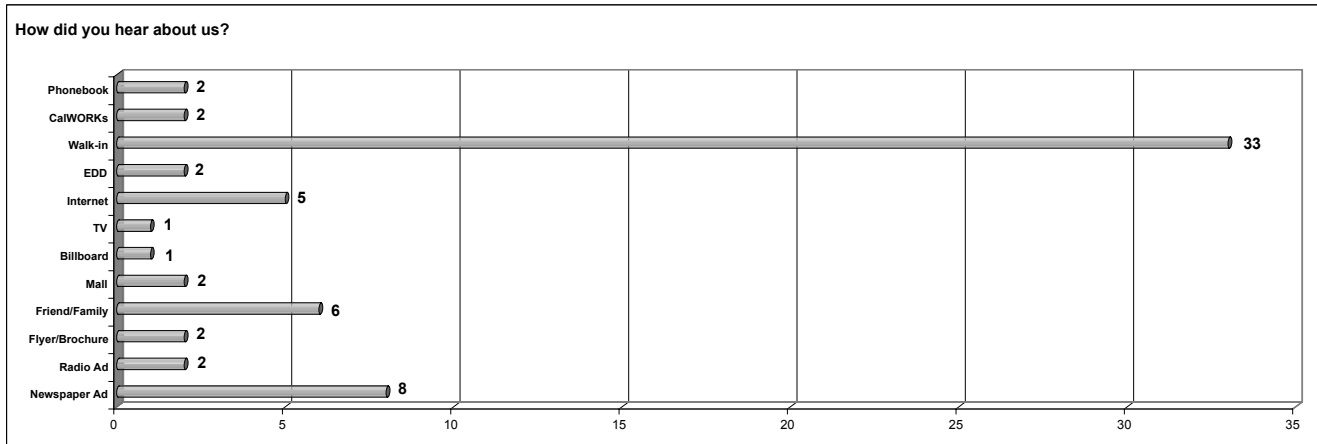
| | | |
|---------------------------|-------|-----|
| Number of sign-ins | 2,507 | |
| Number of questionnaires | 929 | 37% |
| Number of First Visitors* | 198 | |

| Employed? | # | % |
|--------------|-----|-------|
| Full-time | 12 | 1.3% |
| Part-time | 6 | 0.6% |
| Temporary | 25 | 2.7% |
| Not Employed | 884 | 95.2% |
| No Answer | 2 | 0.2% |

| Time of Visit | # |
|---------------|-----|
| Morning | 255 |
| Afternoon | 663 |
| After 5 | 0 |
| No Answer | 11 |



| Customer Satisfaction Questions | No Answer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Rating |
|---|-----------|---|---|---|---|---|---|---|---|----|-----|--------|
| Courtesy of Staff | 780 | 1 | 1 | 1 | 1 | 3 | 0 | 2 | 7 | 9 | 124 | 9.50 |
| Time it took for staff to assist you | 780 | 2 | 3 | 2 | 2 | 4 | 0 | 2 | 3 | 9 | 125 | 9.28 |
| Did you get the information you needed? | 780 | 2 | 0 | 3 | 1 | 1 | 3 | 1 | 6 | 11 | 121 | 9.41 |
| Were you satisfied with the services? | 781 | 2 | 1 | 0 | 1 | 1 | 1 | 2 | 4 | 14 | 122 | 9.53 |
| Did we help you today? | 781 | 2 | 0 | 2 | 3 | 0 | 2 | 1 | 4 | 14 | 120 | 9.44 |



Service Data

| | April | | | | | | | | | | | | | | | | | | | | |
|-----------------------------|-------|----|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-------|-----|--|--|
| Day of Week | TH | F | M | T | W | TH | F | M | T | W | TH | F | M | T | W | TH | F | Total | | | |
| Number of Questionnaires | 39 | 37 | 8 | 30 | 76 | 14 | 12 | 31 | 30 | 39 | 30 | 37 | 69 | 58 | 50 | 43 | 42 | 82 | 929 | | |
| Computer | 32 | 31 | 5 | 26 | 64 | 13 | 11 | 26 | 24 | 30 | 26 | 32 | 63 | 48 | 44 | 37 | 36 | 66 | 794 | | |
| CalJobs/Internet Job Search | 7 | 10 | 2 | 10 | 18 | 3 | 6 | 9 | 9 | 10 | 13 | 12 | 16 | 9 | 12 | 6 | 12 | 14 | 219 | | |
| Resume/Cover Letter | 4 | 4 | 2 | 7 | 12 | | 2 | 2 | 5 | 6 | 3 | 3 | 7 | 4 | 2 | 1 | 7 | 7 | 93 | | |
| Typing Practice | 5 | 3 | | 2 | 6 | 1 | 1 | | 1 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 2 | 55 | | |
| Typing Certificate | | | | 1 | 4 | | | | | | | 2 | | | | 2 | | | 10 | | |
| Career Exploration | | | | 2 | 3 | | | 1 | 1 | | | | 3 | 3 | 2 | | 1 | 1 | 18 | | |
| Job Listing | 4 | 5 | 1 | 4 | 13 | 4 | 4 | 4 | 6 | 9 | 3 | 3 | 7 | 9 | 7 | 5 | 5 | 8 | 119 | | |
| Fax | 2 | 4 | 1 | 3 | 11 | | 2 | 6 | 3 | 6 | 5 | 5 | 9 | 7 | 5 | 6 | 4 | 13 | 112 | | |
| Copier | 4 | 4 | 2 | 3 | 11 | 1 | 2 | 5 | 5 | 7 | 3 | 7 | 9 | 8 | 9 | 4 | 4 | 6 | 112 | | |
| Telephone | 5 | 5 | | 3 | 6 | 4 | 1 | 5 | 2 | 4 | 2 | 3 | 5 | 6 | 8 | 9 | 2 | 9 | 95 | | |
| Typewriter | 2 | 1 | | | 1 | | | | 1 | 2 | | | | | 1 | | | 3 | 13 | | |
| Resource Library | | | | | | | | | 1 | 1 | | | | | 1 | | | | 4 | | |
| Skills Certificate | 1 | | | | 2 | | 1 | | | | | 3 | 1 | | 1 | | | | 10 | | |
| Plato Lab | 5 | 2 | 1 | 4 | 7 | 1 | 1 | | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 3 | 12 | 67 | | |
| Workshop | | | | | | | | | | | 1 | | 2 | | | | | | 3 | | |
| Orientation | | | | | | | | | | | | | 2 | | 1 | | | | 3 | | |

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

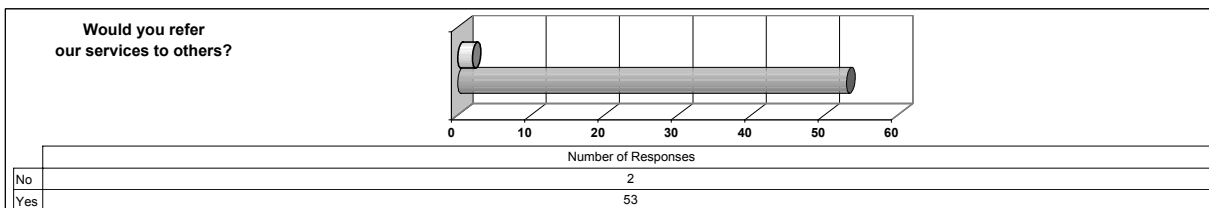
Los Banos - April 2004

Excludes First Time Visitors - See First Impressions

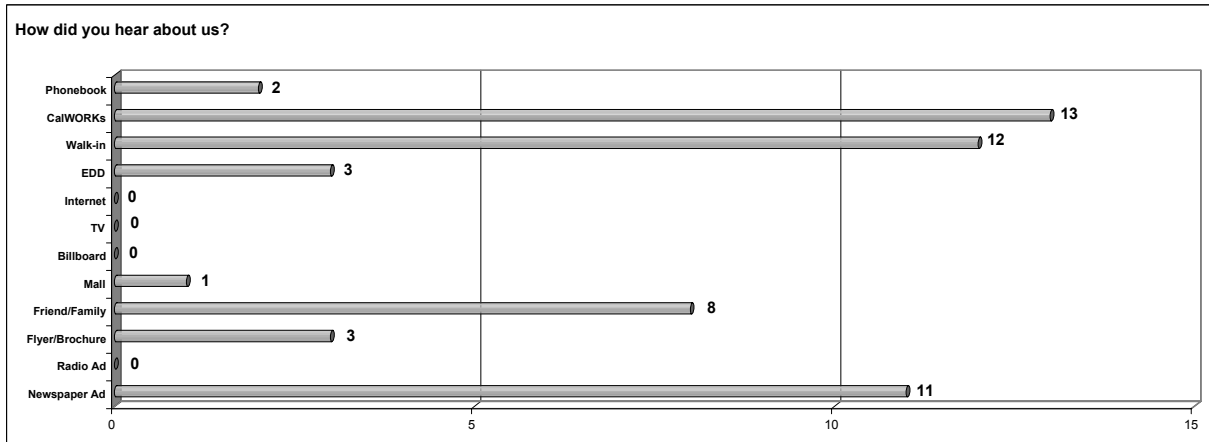
| | | |
|---------------------------|-------|-----|
| Number of sign-ins | 1,781 | |
| Number of questionnaires | 690 | 39% |
| Number of First Visitors* | 61 | |

| Employed? | # | % |
|--------------|-----|-------|
| Full-time | 6 | 0.9% |
| Part-time | 8 | 1.2% |
| Temporary | 0 | 0.0% |
| Not Employed | 41 | 5.9% |
| No Answer | 635 | 92.0% |

| Time of Visit | # |
|---------------|-----|
| Morning | 438 |
| Afternoon | 242 |
| After 5 | 0 |
| No Answer | 10 |



| Customer Satisfaction Questions | No Answer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Rating |
|---|-----------|---|---|---|---|---|---|---|---|---|----|--------|
| Courtesy of Staff | 635 | 3 | 0 | 0 | 1 | 1 | 0 | 2 | 1 | 2 | 45 | 9.13 |
| Time it took for staff to assist you | 635 | 3 | 0 | 1 | 1 | 1 | 0 | 1 | 1 | 5 | 42 | 9.00 |
| Did you get the information you needed? | 635 | 1 | 0 | 1 | 2 | 2 | 0 | 0 | 2 | 0 | 47 | 9.24 |
| Were you satisfied with the services? | 635 | 1 | 0 | 2 | 1 | 1 | 1 | 0 | 1 | 1 | 47 | 9.25 |
| Did we help you today? | 635 | 2 | 0 | 0 | 1 | 1 | 1 | 1 | 2 | 2 | 45 | 9.24 |



Service Data

| | April | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------|-------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-----|-------|
| Day of Week | 1 | 2 | 5 | 6 | 7 | 8 | 9 | 12 | 13 | 14 | 15 | 16 | 19 | 20 | 21 | 22 | 23 | 26 | 27 | 28 | 29 | 30 | Total |
| | TH | F | M | T | W | TH | F | M | T | W | TH | F | M | T | W | TH | F | M | T | W | TH | F | |
| Number of Questionnaires | 31 | 28 | 25 | 37 | 24 | 34 | 12 | 33 | 32 | 36 | 25 | 31 | 29 | 31 | 31 | 38 | 31 | 41 | 35 | 48 | 29 | 29 | 690 |
| Computer | 18 | 20 | 17 | 20 | 18 | 22 | 8 | 21 | 19 | 27 | 16 | 21 | 21 | 18 | 22 | 16 | 21 | 21 | 32 | 16 | 20 | 435 | |
| CalJobs/Internet Job Search | 16 | 15 | 12 | 14 | 10 | 19 | 4 | 16 | 12 | 22 | 11 | 15 | 17 | 17 | 14 | 18 | 11 | 16 | 16 | 23 | 12 | 17 | 327 |
| Resume/Cover Letter | 4 | 2 | 2 | | 1 | 2 | 1 | | 2 | 5 | 5 | 2 | 4 | 2 | 2 | 4 | 2 | 3 | 1 | 2 | 2 | 2 | 50 |
| Typing Practice | 1 | 1 | | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 1 | 1 | 2 | 1 | 1 | 3 | 3 | 1 | | 1 | 3 | 3 | 32 |
| Typing Certificate | | | | 1 | | | | | | | | | | 1 | | | | | | 1 | | | 3 |
| Career Exploration | | 1 | | | 1 | 1 | | | 2 | | | | 1 | | | 1 | | | 1 | | 1 | 2 | 12 |
| Job Listing | 5 | 8 | 3 | | 1 | 2 | | 4 | 2 | 4 | 2 | 2 | 1 | 1 | 3 | 5 | 2 | 1 | 2 | 2 | 2 | 2 | 54 |
| Fax | 6 | 5 | 5 | 1 | 1 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 6 | 1 | 8 | 2 | 6 | 3 | 3 | 75 |
| Copier | 3 | 2 | 2 | 2 | 1 | 1 | 1 | 3 | 4 | 1 | | 3 | 1 | 3 | 2 | 3 | | 1 | 2 | 2 | 1 | 3 | 41 |
| Telephone | 7 | 6 | 1 | | 2 | 5 | 1 | 5 | 3 | 6 | 4 | 5 | 4 | 6 | 3 | 1 | 2 | 3 | 2 | 1 | 4 | 4 | 75 |
| Typewriter | | | | | | 1 | | 1 | | | | | | | | | 1 | | | 1 | 1 | | 5 |
| Resource Library | | | | | | 2 | | | | | | | | | | 1 | | | 1 | 1 | | 2 | 7 |
| Skills Certificate | | 1 | | | | 1 | | | | | | | | | | | | | | | | | 2 |
| Plato Lab | 14 | 11 | 7 | 15 | 10 | 6 | 1 | 10 | 13 | 7 | 9 | 10 | 9 | 12 | 12 | 12 | 12 | 16 | 13 | 17 | 11 | 6 | 233 |
| Workshop | 1 | 1 | 1 | 2 | | 1 | 2 | 1 | 1 | 1 | | 1 | 1 | | | | | | | | | 1 | 14 |
| Orientation | 1 | | | | | | | | | | | | | | | | | | | | | 1 | 2 |

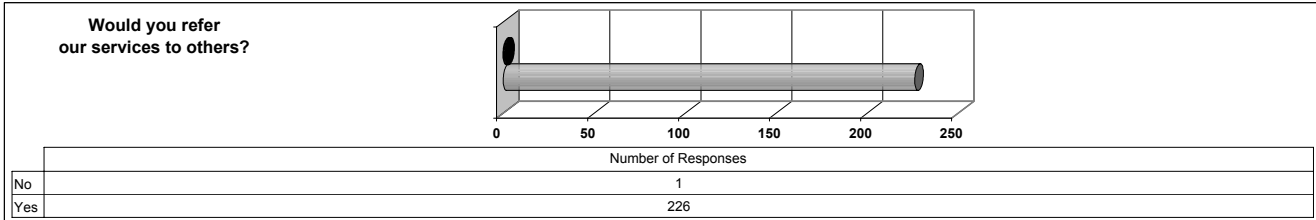
**WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
First Impressions (First Time Visitors) - April 2004**

Number of First Visitors*

| |
|---------------|
| 267 |
| *Merced 198 |
| *Los Banos 61 |
| *Livingston 8 |

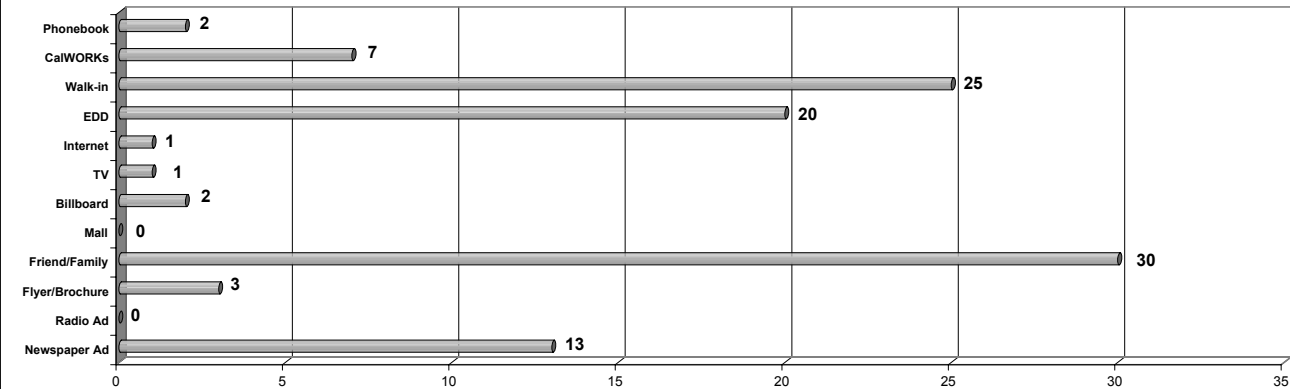
| Employed? | # | % |
|--------------|-----|-------|
| Full-time | 14 | 5.4% |
| Part-time | 5 | 1.9% |
| Temporary | 2 | 0.8% |
| Not Employed | 224 | 86.8% |
| No Answer | 13 | 5.0% |

| Time of Visit | # |
|---------------|-----|
| Morning | 110 |
| Afternoon | 150 |
| After 5 | 0 |
| No Answer | 7 |



| Customer Satisfaction Questions | No Answer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Rating |
|---|-----------|---|---|---|---|---|---|---|----|----|-----|--------|
| Courtesy of Staff | 27 | 3 | 0 | 0 | 0 | 6 | 7 | 6 | 8 | 12 | 198 | 9.45 |
| Time it took for staff to assist you | 27 | 2 | 2 | 1 | 1 | 5 | 5 | 4 | 11 | 18 | 191 | 9.40 |
| Did you get the information you needed? | 29 | 1 | 1 | 0 | 1 | 3 | 6 | 5 | 13 | 17 | 191 | 9.50 |
| Were you satisfied with the services? | 28 | 1 | 0 | 0 | 1 | 3 | 7 | 2 | 14 | 17 | 194 | 9.54 |
| Did we help you today? | 29 | 2 | 0 | 0 | 0 | 6 | 6 | 5 | 7 | 19 | 193 | 9.50 |

How did you hear about us?



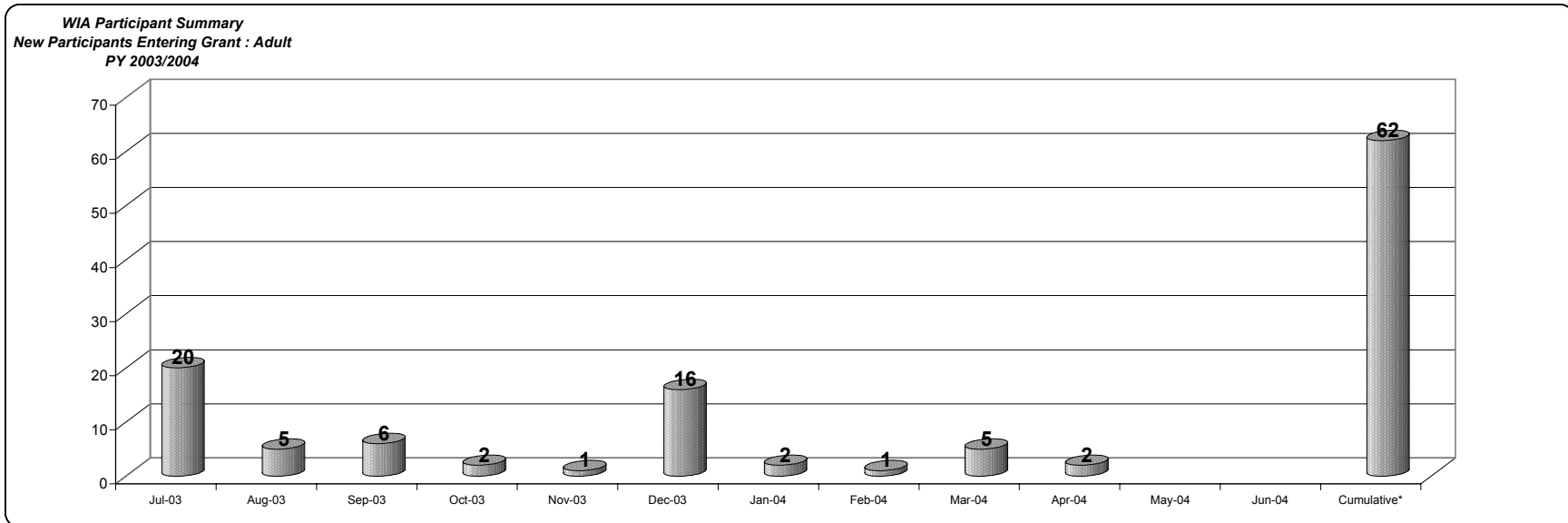
Service Data

| | April | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | Total |
|-----------------------------|-------|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|--|--|--|--|--|--|-----|--|-------|
| | 1 | 2 | 5 | 6 | 7 | 8 | 9 | 12 | 13 | 14 | 15 | 16 | 19 | 20 | 21 | 22 | 23 | 26 | 27 | 28 | 29 | 30 | | | | | | | | | |
| Day of Week | TH | F | M | T | W | TH | F | M | T | W | TH | F | M | T | W | TH | F | M | T | W | TH | F | | | | | | | | | |
| Number of Questionnaires | 12 | 5 | 43 | 28 | 16 | 15 | 16 | 1 | 1 | 3 | 3 | 6 | 15 | 15 | 10 | 13 | 15 | 10 | 17 | 8 | 12 | 3 | | | | | | | 267 | | |
| Computer | 7 | 5 | 36 | 22 | 15 | 11 | 12 | 1 | | 2 | 2 | 4 | 15 | 13 | 10 | 7 | 11 | 8 | 15 | 6 | 11 | 3 | | | | | | | 216 | | |
| CalJobs/Internet Job Search | 3 | 2 | 18 | 7 | 3 | 3 | 5 | | | 2 | 2 | 2 | | 1 | 1 | 2 | 3 | | 2 | | | 1 | | | | | | | 57 | | |
| Resume/Cover Letter | | 3 | 3 | 1 | 1 | | 2 | | | | | | 1 | | 1 | 3 | | | 2 | | | | | | | | | | 17 | | |
| Typing Practice | | 1 | 2 | 1 | | | | | | | | | | | | | 1 | | 1 | | | | | | | | | | 6 | | |
| Typing Certificate | | | 1 | 2 | 1 | | | | | | | | 1 | | | | | | 1 | 1 | | | | | | | | | 7 | | |
| Career Exploration | | | 1 | | | 1 | | | | | | 2 | 2 | 3 | | | 3 | 1 | | | | | | | | | | | 13 | | |
| Job Listing | 3 | 2 | 11 | 2 | 1 | | 5 | 1 | | 1 | 1 | 1 | 1 | 1 | 1 | 3 | 1 | 2 | 4 | | 1 | | | | | | | | 42 | | |
| Fax | 4 | 2 | 5 | 5 | | 2 | 2 | | | | | | | 1 | | 1 | 1 | | 2 | | | | | | | | | | 25 | | |
| Copier | | | 6 | 1 | | | 3 | | | 1 | | | | | | 1 | | | 1 | | | | | | | | | | 13 | | |
| Telephone | 1 | | 3 | 3 | | 1 | 4 | | | | | | | | | 2 | | | | | | | | | | | | | 14 | | |
| Typewriter | | | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | 1 | | |
| Resource Library | | | | | | | | | | 1 | | | | | | 1 | | | | | | | | | | | | | 2 | | |
| Skills Certificate | | | | | | | | | | | | | | | | | 1 | 1 | | | | | | | | | | | 2 | | |
| Plato Lab | | | 2 | | 1 | 1 | 2 | | | | | | | | | | | | | | | | | | | | | | 6 | | |
| Workshop | | | | | | | | | | | | | | | | | 1 | | 1 | | | | | | | | | | 2 | | |
| Orientation | 1 | | 1 | 2 | | 2 | 2 | | | | | | 1 | | | | 2 | 2 | 1 | | 1 | | | | | | | | 15 | | |

WIA PARTICIPANT SUMMARY REPORT - ADULT
PY 2003/2004
Report Range 07/2003 to 04/2004

| | Adult | | | | | | | | | | | | Part. Plan | |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|----------|
| | 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* | PY 03/04 |
| Total Participants | 214 | 218 | 224 | 115 | 116 | 132 | 104 | 106 | 112 | 104 | | | 256 | 340 |
| Participants Carried In | 194 | 213 | 218 | 113 | 115 | 116 | 102 | 105 | 107 | 102 | | | 194 | 260 |
| New Participants Entering Grant | 20 | 5 | 6 | 2 | 1 | 16 | 2 | 1 | 5 | 2 | | | 62 | 80 |
| Total Participants Exiting WI | 1 | 0 | 111 | 0 | 0 | 30 | 0 | 0 | 10 | 0 | | | 152 | 130 |
| Entered Unsubsidized Employment | 1 | 0 | 111 | 0 | 0 | 23 | 0 | 0 | 9 | 0 | | | 143 | 120 |
| Training Related | 0 | 0 | 23 | 0 | 0 | 8 | 0 | 0 | 3 | 0 | | | 34 | 60 |
| Entered Military Service | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Entered Qualified Apprenticeship Program | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | | | 2 | |
| Entered Post-Secondary Education | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Entered Advanced Training | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 1 | |
| Attained Recognized Certificate/Diploma/Degree | 0 | 0 | 25 | 0 | 0 | 12 | 0 | 0 | 4 | 0 | | | 41 | |
| Attained High School Diploma/GED | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Returned to Secondary School (Youth Only) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Exits Excluded from Performance | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | | | 2 | |
| Other Exits | 0 | 0 | 66 | 0 | 0 | 29 | 0 | 0 | 9 | 0 | | | 104 | 40 |

| Program Activities/Services Summary | Enrolled | | | | | | | | | | | | | |
|-------------------------------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|----------|
| | 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* | PY 03/04 |
| Core Services (Registered) | 214 | 218 | 224 | 115 | 116 | 132 | 104 | 106 | 112 | 104 | | | 256 | 300 |
| Intensive Services | 115 | 116 | 118 | 88 | 89 | 106 | 90 | 90 | 95 | 91 | | | 145 | 240 |
| Training Services | 59 | 60 | 60 | 46 | 46 | 47 | 51 | 51 | 52 | 53 | | | 80 | 80 |
| Youth Services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Concurrent Program Participants | 11 | 11 | 11 | 5 | 5 | 6 | 5 | 5 | 5 | 5 | | | 12 | |
| Individual Training Accounts | 14 | 14 | 14 | 11 | 11 | 11 | 6 | 6 | 6 | 5 | | | 14 | |
| Goals Set (Younger Youth Only) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |

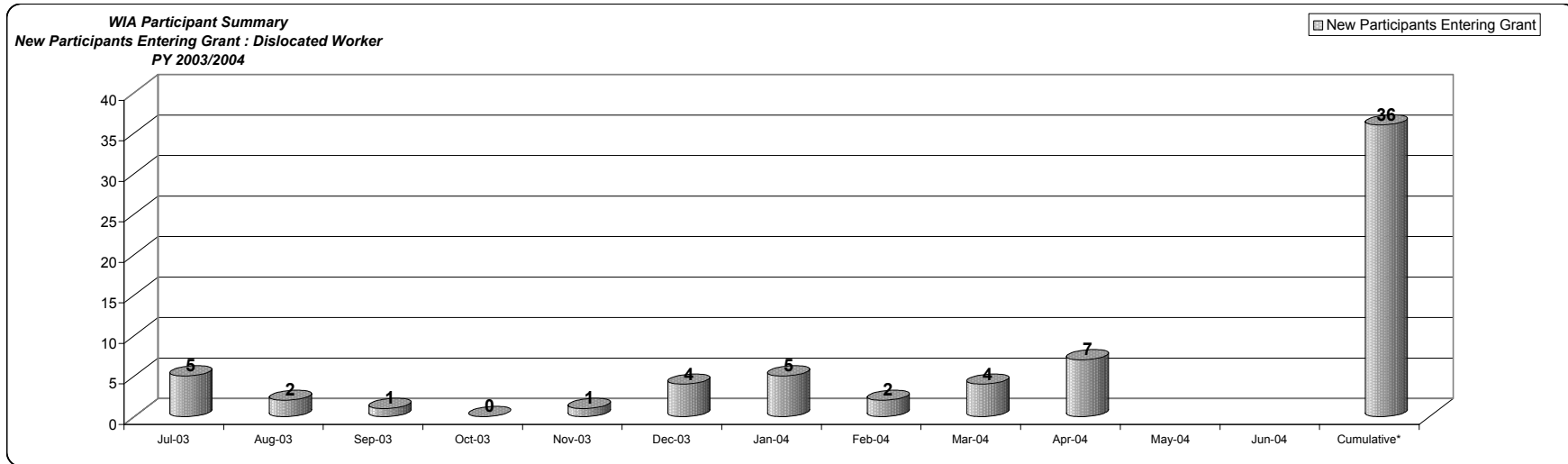


Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER
PY 2003/2004
Report Range 07/2003 to 04/2004

| | 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 | 71 | 73 | | | 154 | 290 |
| Participants Carried In | 118 | 122 | 124 | 100 | 100 | 103 | 60 | 65 | 67 | 66 | | | 118 | 200 |
| New Participants Entering Grant | 5 | 2 | 1 | 0 | 1 | 4 | 5 | 2 | 4 | 7 | | | 36 | 90 |
| Total Participants Exiting WI | 1 | 0 | 25 | 0 | 0 | 49 | 0 | 0 | 6 | 0 | | | 81 | 80 |
| Entered Unsubsidized Employment | 1 | 0 | 24 | 0 | 0 | 36 | 0 | 0 | 6 | 0 | | | 67 | 90 |
| Training Related | 0 | 0 | 10 | 0 | 0 | 17 | 0 | 0 | 3 | 0 | | | 30 | 60 |
| Entered Military Service | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Entered Qualified Apprenticeship Program | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Entered Post-Secondary Education | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Entered Advanced Training | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Attained Recognized Certificate/Diploma/Degree | 0 | 0 | 11 | 0 | 0 | 32 | 0 | 0 | 4 | 0 | | | 47 | |
| Attained High School Diploma/GED | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Returned to Secondary School (Youth Only) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Exits Excluded from Performance | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | | | 2 | |
| Other Exits | 0 | 0 | 20 | 0 | 0 | 45 | 0 | 0 | 6 | 0 | | | 71 | 40 |

| Program Activities/Services Summary | Enrolled | | | | | | | | | | | | | |
|--|-----------------|-----|-----|-----|-----|-----|----|----|----|----|--|--|-----|-----|
| Core Services (Registered) | 123 | 124 | 125 | 100 | 101 | 107 | 65 | 67 | 71 | 73 | | | 154 | 420 |
| Intensive Services | 89 | 89 | 92 | 79 | 80 | 84 | 54 | 55 | 59 | 56 | | | 111 | 60 |
| Training Services | 49 | 50 | 50 | 42 | 43 | 44 | 25 | 25 | 26 | 25 | | | 59 | 60 |
| Youth Services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Concurrent Program Participants | 14 | 15 | 15 | 13 | 13 | 15 | 11 | 11 | 12 | 13 | | | 23 | |
| Individual Training Accounts | 24 | 24 | 24 | 21 | 21 | 21 | 7 | 7 | 7 | 5 | | | 24 | |
| Goals Set (Younger Youth Only) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |

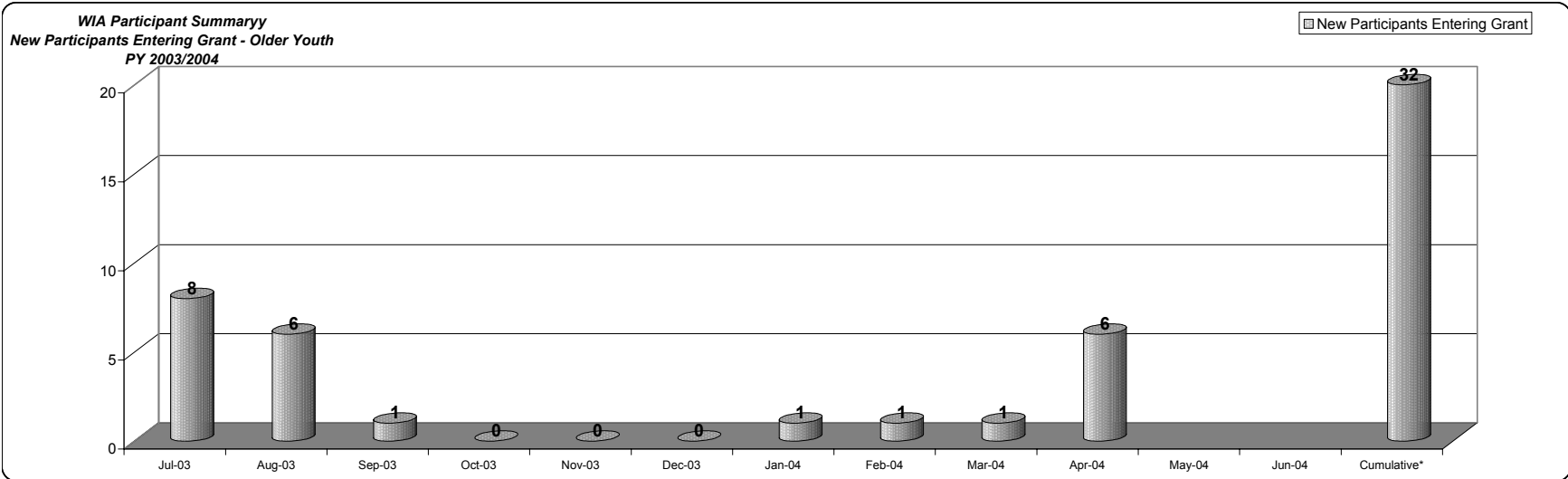


Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH
PY 2003/2004
Report Range 07/2003 to 04/2004

| | 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 | 112 | 126 | | | 174 | 288 |
| Participants Carried In | 142 | 150 | 156 | 157 | 157 | 152 | 124 | 115 | 111 | 120 | | | 142 | 163 |
| New Participants Entering Grant | 8 | 6 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 6 | | | 32 | 125 |
| Total Participants Exiting WI | 0 | 0 | 0 | 0 | 0 | 9 | 6 | 5 | 0 | 0 | | | 48 | 100 |
| Entered Unsubsidized Employment | 0 | 0 | 0 | 0 | 0 | 5 | 2 | 3 | 0 | 0 | | | 15 | 30 |
| Training Related | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 1 | 0 | 0 | | | 5 | 10 |
| Entered Military Service | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Entered Qualified Apprenticeship Program | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Entered Post-Secondary Education | 0 | 0 | 0 | 0 | 0 | 5 | 2 | 0 | 0 | 0 | | | 8 | 5 |
| Entered Advanced Training | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 1 | |
| Attained Recognized Certificate/Diploma/Degree | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | | | 4 | |
| Attained High School Diploma/GED | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 1 | |
| Returned to Secondary School (Youth Only) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Exits Excluded from Performance | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | | | 4 | |
| Other Exits | 0 | 0 | 0 | 0 | 0 | 8 | 5 | 5 | 0 | 0 | | | 45 | 20 |

| Program Activities/Services Summary | Enrolled | | | | | | | | | | | | | |
|-------------------------------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|--|
| | 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* | |
| Core Services (Registered) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Intensive Services | 139 | 145 | 146 | 146 | 146 | 143 | 118 | 110 | 105 | 112 | | | 157 | |
| Training Services | 81 | 85 | 88 | 88 | 88 | 85 | 76 | 72 | 68 | 80 | | | 106 | |
| Youth Services | 114 | 120 | 121 | 121 | 121 | 125 | 107 | 99 | 95 | 109 | | | 147 | |
| Concurrent Program Participants | 136 | 141 | 142 | 142 | 142 | 137 | 110 | 103 | 99 | 108 | | | 153 | |
| Individual Training Accounts | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Goals Set (Younger Youth Only) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |

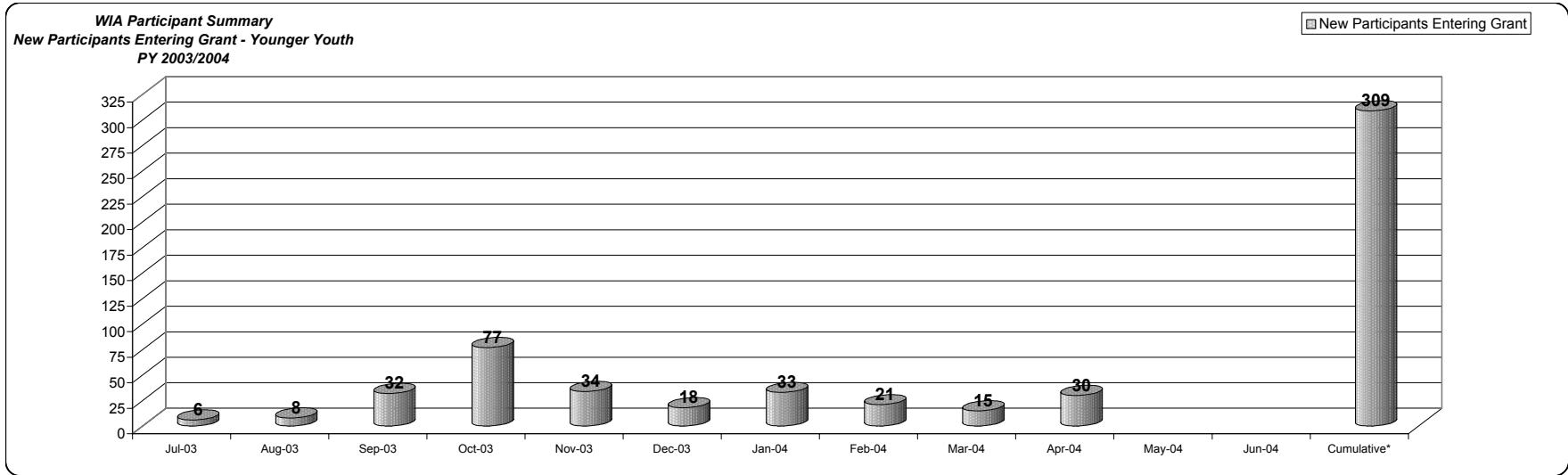


Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH
PY 2003/2004
Report Range 07/2003 to 04/2004

| | 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 | 512 | 540 | | | 834 | 1,160 |
| Participants Carried In | 525 | 490 | 372 | 369 | 444 | 473 | 464 | 479 | 497 | 510 | | | 525 | 790 |
| New Participants Entering Grant | 6 | 8 | 32 | 77 | 34 | 18 | 33 | 21 | 15 | 30 | | | 309 | 370 |
| Total Participants Exiting WI | 41 | 126 | 35 | 2 | 2 | 11 | 15 | 9 | 11 | 2 | | | 296 | 430 |
| Entered Unsubsidized Employment | 5 | 25 | 4 | 1 | 1 | 3 | 0 | 1 | 1 | 0 | | | 54 | 80 |
| Training Related | 8 | 3 | 3 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | | | 23 | 25 |
| Entered Military Service | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | 4 | 4 |
| Entered Qualified Apprenticeship Program | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | 10 |
| Entered Post-Secondary Education | 13 | 29 | 13 | 1 | 0 | 4 | 1 | 0 | 0 | 0 | | | 66 | 135 |
| Entered Advanced Training | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | | | 2 | 6 |
| Attained Recognized Certificate/Diploma/Degree | 38 | 116 | 27 | 1 | 0 | 1 | 6 | 3 | 3 | 1 | | | 207 | |
| Attained High School Diploma/GED | 38 | 117 | 28 | 1 | 0 | 0 | 6 | 2 | 3 | 1 | | | 202 | 350 |
| Returned to Secondary School (Youth Only) | 2 | 4 | 1 | 0 | 1 | 1 | 3 | 4 | 7 | 0 | | | 28 | 10 |
| Exits Excluded from Performance | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 2 | 0 | | | 6 | |
| Other Exits | 41 | 126 | 35 | 2 | 2 | 11 | 14 | 9 | 11 | 2 | | | 292 | 400 |

| Program Activities/Services Summary | Enrolled | | | | | | | | | | | | | |
|-------------------------------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|---------------------------|
| | 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 |
| Core Services (Registered) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Intensive Services | 96 | 103 | 104 | 104 | 104 | 100 | 83 | 77 | 74 | 78 | | | 121 | |
| Training Services | 70 | 77 | 78 | 78 | 78 | 75 | 64 | 61 | 60 | 64 | | | 87 | |
| Youth Services | 522 | 488 | 395 | 437 | 469 | 485 | 492 | 495 | 507 | 535 | | | 829 | |
| Concurrent Program Participants | 471 | 439 | 341 | 362 | 388 | 394 | 391 | 388 | 397 | 416 | | | 689 | |
| Individual Training Accounts | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | |
| Goals Set (Younger Youth Only) | 12 | 15 | 42 | 87 | 37 | 25 | 66 | 41 | 22 | 37 | | | 448 | 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 | 2 | | | 6 | 13 | 10 | 15 | 25 |
| | 11 STAFF ASSIST JOB DEVELOP | | | | | | | | | |
| | 12 STAFF ASSIST JOB REFER | 1 | 1 | | | 7 | | 8 | 1 | 9 |
| | 13 STAFF ASSIST JOB SRCH | 9 | 25 | | | 10 | 18 | 19 | 43 | 62 |
| | 14 STAFF ASSIST WRKSHIP | | | | | | | | | |
| | 15 OTHER CORE SERVICES | | 2 | | | 2 | | 2 | 2 | 4 |
| | 16 NON WIA FUNDED SERVICES | | | | | | | | | |
| 17 CO-ENROLLED CORE SERVICES | | | | | | | | | | |
| INTENSIVE | 30 CASE MGMNT FOR PARTIC | 8 | 28 | 47 | 78 | 10 | 8 | 65 | 114 | 179 |
| | 31 COMPREHENSIVE ASSESSMNTS | 2 | 1 | | | 2 | | 4 | 1 | 5 |
| | 32 DEVELOP INDIV EMPL PLAN | 1 | 1 | | | 1 | | 2 | 1 | 3 |
| | 33 GROUP COUNSELING | | | | | | | | | |
| | 34 EMPL EXPERIENCE | | | 2 | 5 | | | 2 | 5 | 7 |
| | 35 INDIV CNSLNG CAREER PLAN | | | | 4 | 1 | | 1 | 4 | 5 |
| | 36 OUT OF AREA JOB SEARCH | | | | | | | | | |
| | 37 RELOCATION EXPENSES | | | | | | | | | |
| | 38 SHORT TERM PREVOC SRVCS | | | | | | | | | |
| | 39 INTERNSHIPS | | | | | | | | | |
| | 40 OTHER INTENSIVE SRVCS | | | | | | 1 | | 1 | 1 |
| | 41 NONWIA FUND INTENS SRVCS | | | | | | | | | |
| | 42 CO-ENROLLED INTENSIVE SRVCS | | | | | | | | | |
| TRAINING | 50 ADULT EDUCATION | | | 5 | 11 | | | 5 | 11 | 16 |
| | 51 CUSTOMIZED TRAINING | | | | 1 | | | | 1 | 1 |
| | 52 ENTREPRENEURIAL TRAINING | | | 8 | 1 | | | 8 | 1 | 9 |
| | 53 JOB READINESS TRAINING | | | 11 | | | | 11 | | 11 |
| | 54 OCCUP SKILLS TRAINING | 14 | 22 | 10 | 27 | 2 | 4 | 26 | 53 | 79 |
| | 55 ON THE JOB TRAINING | 3 | | | | 4 | | 7 | | 7 |
| | 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 | 14 | | | 7 | 6 | 14 | 20 | 34 |
| 61 CO-ENROLLED TRAINING SRVCS | | | | | | | | | | |
| YOUTH | 70 SUMMER RELATED | | | | | | | | | |
| | 71 EDUCATNL ACHVMNT SRVCS | | | 332 | 125 | | | 332 | 125 | 457 |
| | 72 EMPLOYMENT SERVICES | | | 200 | 133 | | | 200 | 133 | 333 |
| | 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 | 38 | 7 | 32 | 16 | 14 | 46 | 84 | 130 |
| | 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 | 1 | |
| TOTAL | | 73 | 135 | 624 | 418 | 68 | 64 | 765 | 617 | 1382 |

WIA Participant Characteristics Summary

Report Period: 7/2003 to 04/2004

Data as of: 05/20/2004

| | 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 | 256 | 100.0% | 154 | 100.0% | 174 | 100.0% | 834 | 100.0% | 1,418 | 100.0% |
| Gender | | | | | | | | | | |
| Female | 167 | 65.2% | 70 | 45.5% | 92 | 52.9% | 429 | 51.4% | 758 | 53.5% |
| Male | 89 | 34.8% | 84 | 54.5% | 82 | 47.1% | 405 | 48.6% | 660 | 46.5% |
| Age | | | | | | | | | | |
| 14 - 18 | 8 | 3.1% | 2 | 1.3% | 0 | 0.0% | 834 | 100.0% | 844 | 59.5% |
| 19 - 21 | 44 | 17.2% | 3 | 1.9% | 174 | 100.0% | 0 | 0.0% | 221 | 15.6% |
| 22 - 29 | 92 | 35.9% | 38 | 24.7% | 0 | 0.0% | 0 | 0.0% | 130 | 9.2% |
| 30 - 44 | 84 | 32.8% | 70 | 45.5% | 0 | 0.0% | 0 | 0.0% | 154 | 10.9% |
| 45 - 54 | 22 | 8.6% | 30 | 19.5% | 0 | 0.0% | 0 | 0.0% | 52 | 3.7% |
| 55 - 61 | 6 | 2.3% | 9 | 5.8% | 0 | 0.0% | 0 | 0.0% | 15 | 1.1% |
| 62 - 64 | 0 | 0.0% | 2 | 1.3% | 0 | 0.0% | 0 | 0.0% | 2 | 0.1% |
| 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 | 0.6% | 1 | 0.6% | 8 | 1.0% | 12 | 0.8% |
| Asian | 24 | 9.4% | 4 | 2.6% | 22 | 12.6% | 156 | 18.7% | 206 | 14.5% |
| Black/African American | 24 | 9.4% | 11 | 7.1% | 27 | 15.5% | 64 | 7.7% | 126 | 8.9% |
| Hawaiian Native/Other Pacific Islander | 5 | 2.0% | 1 | 0.6% | 0 | 0.0% | 11 | 1.3% | 17 | 1.2% |
| White | 115 | 44.9% | 54 | 35.1% | 32 | 18.4% | 109 | 13.1% | 310 | 21.9% |
| Ethnicity Hispanic or Lation | 93 | 36.3% | 86 | 55.8% | 97 | 55.7% | 508 | 60.9% | 784 | 55.3% |
| Veterans Status | | | | | | | | | | |
| Total Veterans | 12 | 4.7% | 17 | 11.0% | 0 | 0.0% | 1 | 0.1% | 30 | 2.1% |
| Campaign Veteran | 7 | 2.7% | 14 | 9.1% | 0 | 0.0% | 0 | 0.0% | 21 | 1.5% |
| Disabled Veteran | 0 | 0.0% | 1 | 0.6% | 0 | 0.0% | 0 | 0.0% | 1 | 0.1% |
| Recently Separated Veteran | 3 | 1.2% | 5 | 3.2% | 0 | 0.0% | 1 | 0.1% | 9 | 0.6% |
| Spouse of Veteran | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 0.1% | 1 | 0.1% |
| Labor Force Status | | | | | | | | | | |
| Employed | 128 | 50.0% | 8 | 5.2% | 17 | 9.8% | 36 | 4.3% | 189 | 13.3% |
| Unemployed | 128 | 50.0% | 139 | 90.3% | 157 | 90.2% | 793 | 95.1% | 1,217 | 85.8% |
| Public Assistance Status | | | | | | | | | | |
| TANF | 11 | 4.3% | 3 | 1.9% | 15 | 8.6% | 256 | 30.7% | 285 | 20.1% |
| GA, RCA, or SSI | 4 | 1.6% | 3 | 1.9% | 5 | 2.9% | 67 | 8.0% | 79 | 5.6% |
| Pell Grant Recipient | 15 | 5.9% | 4 | 2.6% | 3 | 1.7% | 3 | 0.4% | 25 | 1.8% |
| Food Stamps | 26 | 10.2% | 17 | 11.0% | 30 | 17.2% | 314 | 37.6% | 387 | 27.3% |
| Education Status | | | | | | | | | | |
| Student, High School or Less | 0 | 0.0% | 2 | 1.3% | 2 | 1.1% | 706 | 84.7% | 710 | 50.1% |
| Student, Attending Post High School | 64 | 25.0% | 23 | 14.9% | 4 | 2.3% | 3 | 0.4% | 94 | 6.6% |
| Out-of-School, High School Dropout | 5 | 2.0% | 5 | 3.2% | 35 | 20.1% | 26 | 3.1% | 71 | 5.0% |
| Out-of-School, High School Grad, with Employ Difficulty | 45 | 17.6% | 50 | 32.5% | 133 | 76.4% | 98 | 11.8% | 326 | 23.0% |
| Out-of-School, HSG, No Employ Diff. (Counted as In-School) | 142 | 55.5% | 74 | 48.1% | 0 | 0.0% | 1 | 0.1% | 217 | 15.3% |
| Unemployment Insurance Status | | | | | | | | | | |
| UI Claimant | 9 | 3.5% | 103 | 66.9% | 7 | 4.0% | 2 | 0.2% | 121 | 8.5% |
| UI Exhaustee | 7 | 2.7% | 21 | 13.6% | 2 | 1.1% | 1 | 0.1% | 31 | 2.2% |
| Barriers To Employment | | | | | | | | | | |
| Disabled | 6 | 2.3% | 3 | 1.9% | 3 | 1.7% | 148 | 17.7% | 160 | 11.3% |
| Limited Eng. Proficiency | 1 | 0.4% | 1 | 0.6% | 11 | 6.3% | 95 | 11.4% | 108 | 7.6% |
| Single Parent | 48 | 18.8% | 24 | 15.6% | 26 | 14.9% | 19 | 2.3% | 117 | 8.3% |
| Worker Profiling/Reemployment Services Referral | 0 | 0.0% | 4 | 2.6% | 0 | 0.0% | 0 | 0.0% | 4 | 0.3% |
| Low Income | 107 | 41.8% | 68 | 44.2% | 171 | 98.3% | 783 | 93.9% | 1,129 | 79.6% |
| Displaced Homemaker | 0 | 0.0% | 0 | 0.0% | 1 | 0.6% | 0 | 0.0% | 1 | 0.1% |
| Offender | 6 | 2.3% | 11 | 7.1% | 14 | 8.0% | 56 | 6.7% | 87 | 6.1% |
| Homeless | 2 | 0.8% | 1 | 0.6% | 7 | 4.0% | 7 | 0.8% | 17 | 1.2% |
| Runaway Youth | 0 | 0.0% | 0 | 0.0% | 1 | 0.6% | 8 | 1.0% | 9 | 0.6% |
| Pregnant/Parenting Youth | 0 | 0.0% | 0 | 0.0% | 35 | 20.1% | 37 | 4.4% | 72 | 5.1% |
| Youth Needing Additional Assistance | 0 | 0.0% | 0 | 0.0% | 168 | 96.6% | 820 | 98.3% | 988 | 69.7% |
| Basic Literacy Skills Deficient | 24 | 9.4% | 43 | 27.9% | 163 | 93.7% | 792 | 95.0% | 1,022 | 72.1% |
| Substance Abuse | 3 | 1.2% | 0 | 0.0% | 4 | 2.3% | 27 | 3.2% | 34 | 2.4% |
| Foster Youth | 0 | 0.0% | 0 | 0.0% | 2 | 1.1% | 27 | 3.2% | 29 | 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 | | 3 | | | |
| Veterans | 0 | --- | 0 | --- | \$ - | --- | 0 | --- |
| | 0 | | 0 | | 0 | | | |
| Disabled | 1 | 100.00% | 1 | 100.00% | \$ 4,439.87 | \$ 4,439.87 | 2 | 100.00% |
| | 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.