

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

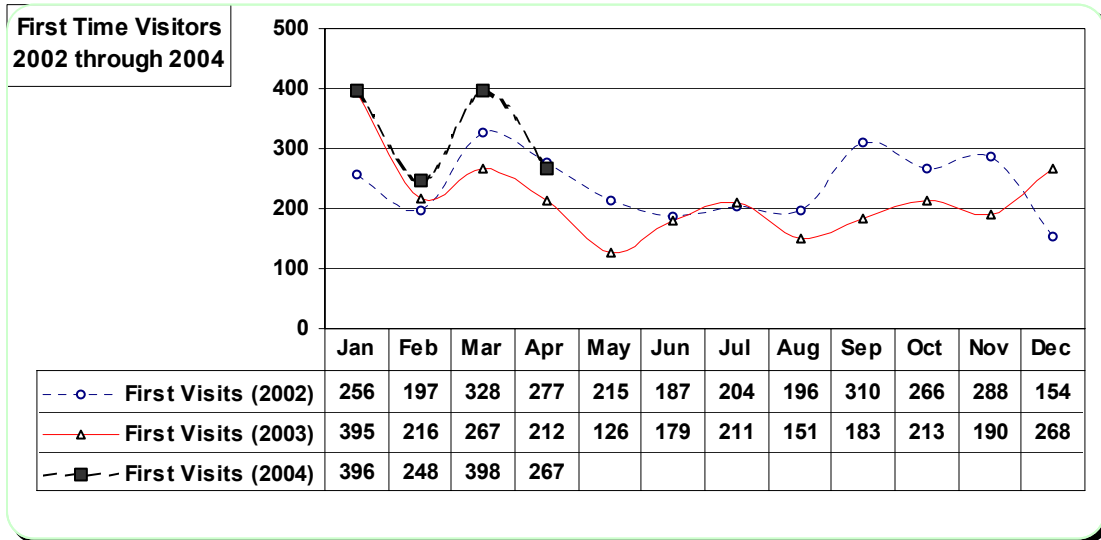
PROPOSED MOTION(S): Information/Discussion Only.

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?

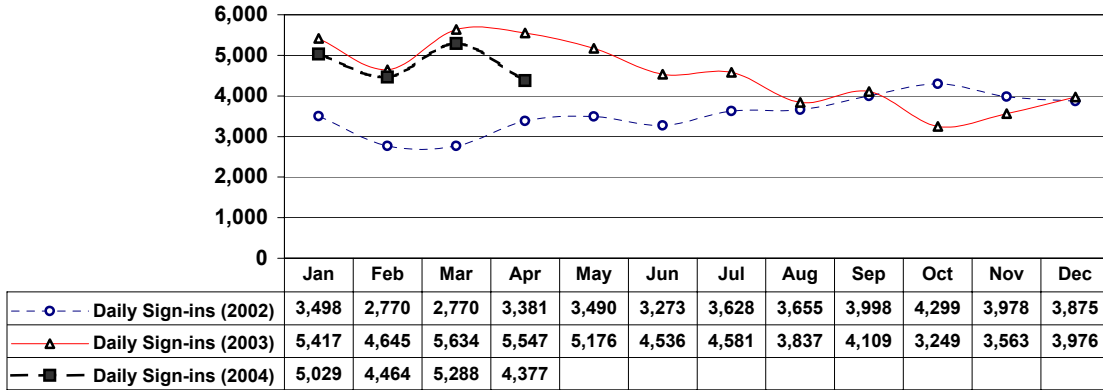
Newspaper ad	26	58	24	19
Radio ad	2	6	2	2
Flyer/Brochure	0	1	7	5
Friend/Family	9	19	31	15
EDD	4	22	25	7
Merced Mall	0	1	1	3
Billboard	0	1	0	1
TV ad	1	1	0	1
Internet	1	5	8	5
Walk-in	20	48	47	52
CalWORKs	4	30	20	20
Phonebook	0	7	7	4

Na = Not Asked

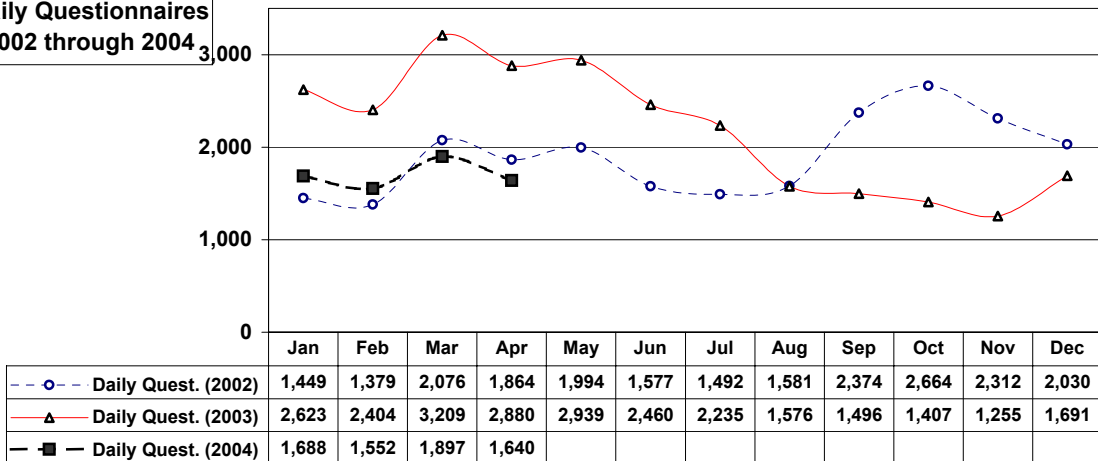
Marketing advertisements for April 2004.
04/1-3, 6-10, 13-17, 27-30/2004: Various Newspaper Ads
Worknet Signs placed inside all Merced "The Bus" buses.

**WorkNet - Annual Comparison
2002 through 2004**

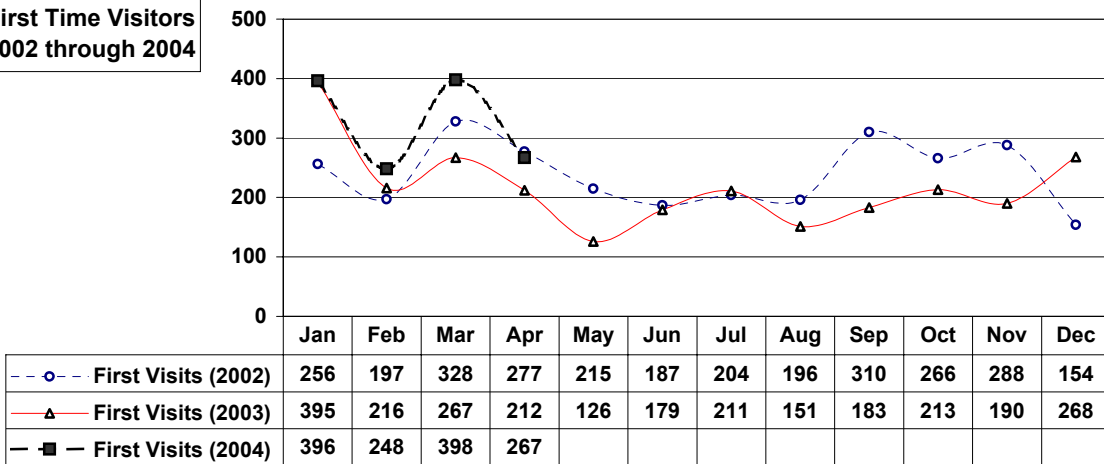
**Daily Sign-ins
2002 through 2004**



**Daily Questionnaires
2002 through 2004**



**First Time Visitors
2002 through 2004**



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

All Locations - April 2004

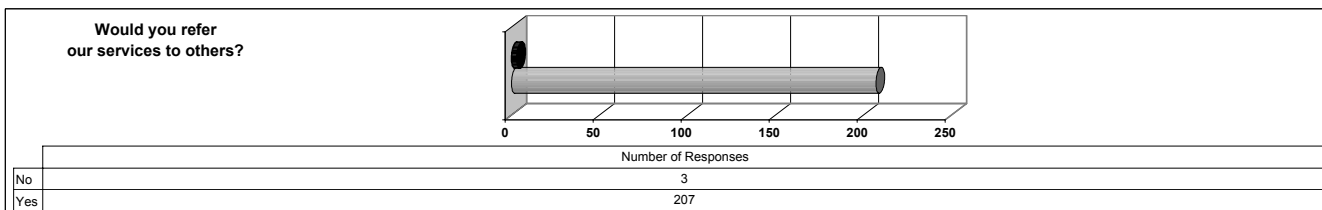
Excludes First Time Visitors - See First Impressions

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

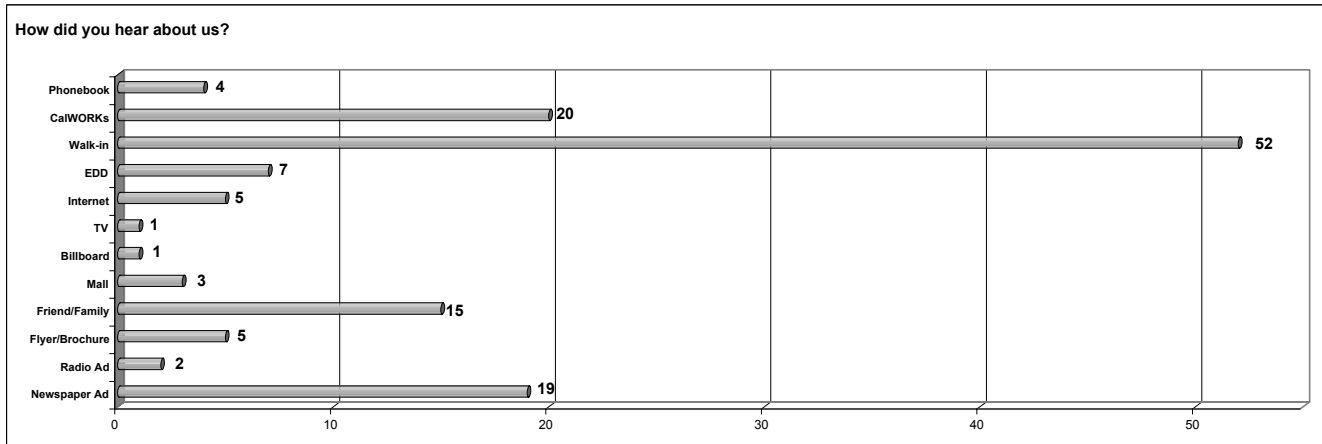
37%

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

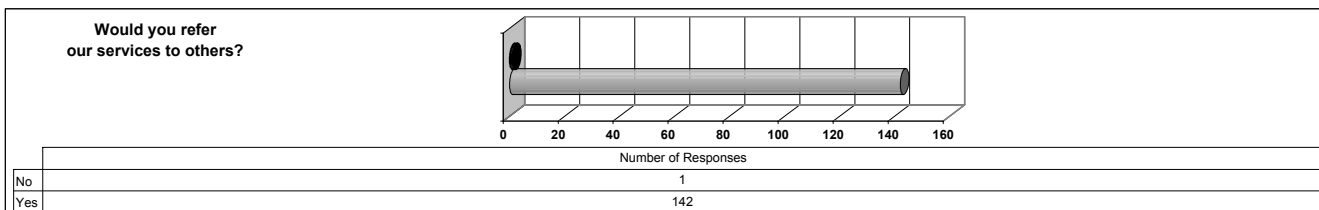
	April																										Total
Day of Week	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	Total				
Number of Questionnaires	71	67	35	67	102	49	25	65	63	76	56	71	99	81	81	76	123	89	96	82	76			1,640			
Computer	51	53	24	46	83	36	20	48	44	58	43	56	84	70	62	59	54	87	68	74	63	64		1,247			
CalJobs/Internet 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

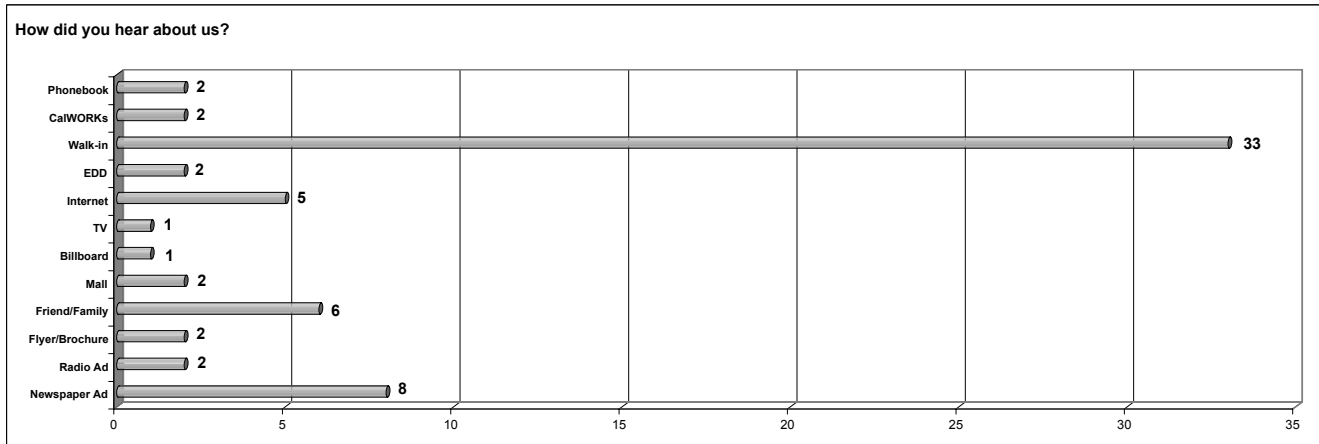
Number of sign-ins	2,507	
Number of questionnaires	929	37%
Number of First Visitors*	198	

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

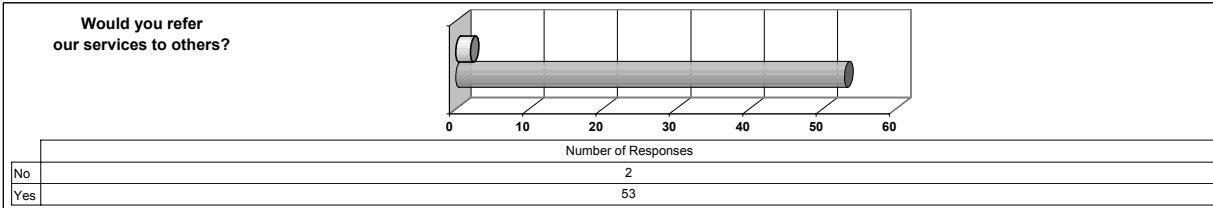
	April																												
Day of Week	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	Total						
Number of Questionnaires	39	37	8	30	76	14	12	31	30	39	30	37	69	58	50	43	42	82	54	48	53	47	929						
Computer	32	31	5	26	64	13	11	26	24	30	26	32	63	48	44	37	36	66	47	42	47	44	794						
CalJobs/Internet Job Search	7	10	2	10	18	3	6	9	9	10	13	12	16	9	12	6	12	14	11	12	11	7	219						
Resume/Cover Letter	4	4	2	7	12		2	2	5	6	3	3	7	4	2	1	7	7	5	4	5	1	93						
Typing Practice	5	3		2	6	1	1		1	3	3	4	3	3	3	3	3	2	2	3	4		55						
Typing Certificate				1	4							2					2				1		10						
Career Exploration				2	3				1	1			3	3	2			1	1	1			18						
Job Listing	4	5	1	4	13	4	4	4	6	9	3	3	7	9	7	5	5	8	5	6	6	1	119						
Fax	2	4	1	3	11		2	6	3	6	5	5	9	7	5	6	4	13	7	6	5	2	112						
Copier	4	4	2	3	11	1	2	5	5	7	3	7	9	8	9	4	4	6	5	5	7	1	112						
Telephone	5	5		3	6	4	1	5	2	4	2	3	5	6	8	9	2	9	5	3	6	2	95						
Typewriter	2	1			1				1	2					1			3	2				13						
Resource Library									1	1						1					1		4						
Skills Certificate	1				2		1					3	1		1						1		10						
Plato Lab	5	2	1	4	7	1	1		2	2	2	1	2	2	2	2	3	12	5	4	3	4	67						
Workshop												1	2		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

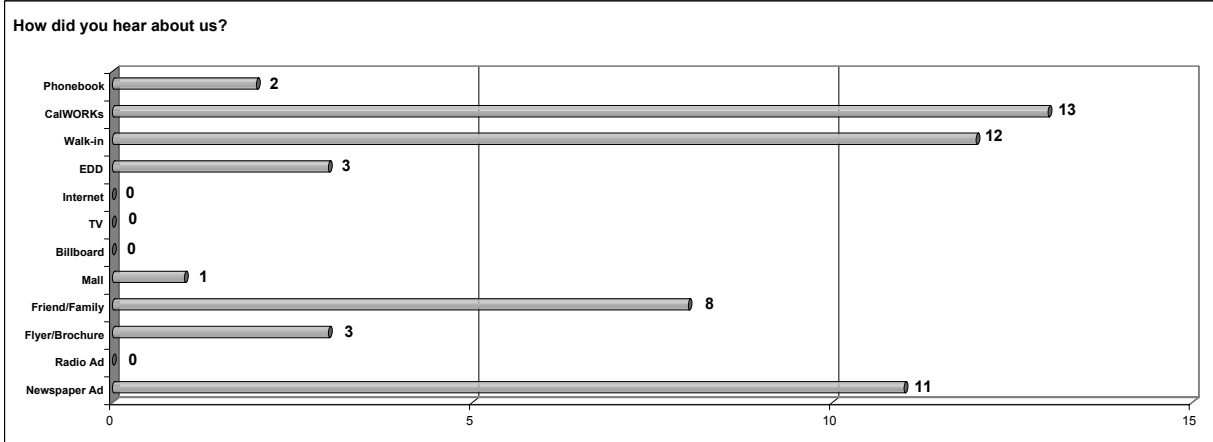
Number of sign-ins	1,781	
Number of questionnaires	690	39%
Number of First Visitors*	61	

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

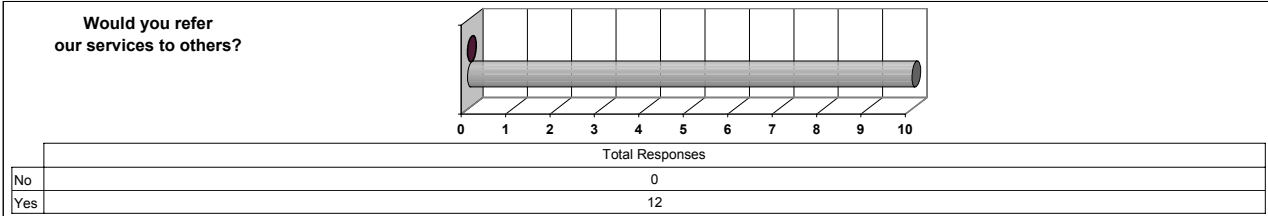
	April																														
Day of Week	1	2	5	6	7	8	9	12	13	14	15	16	19	20	21	22	23	26	27	28	29	30									Total
	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F									
Number of Questionnaires	31	28	25	37	24	34	12	33	32	36	25	31	29	31	31	38	31	41	35	48	29	29									690
Computer	18	20	17	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		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)
Livingston - April 2004
Excludes First Time Visitors - See First Impressions

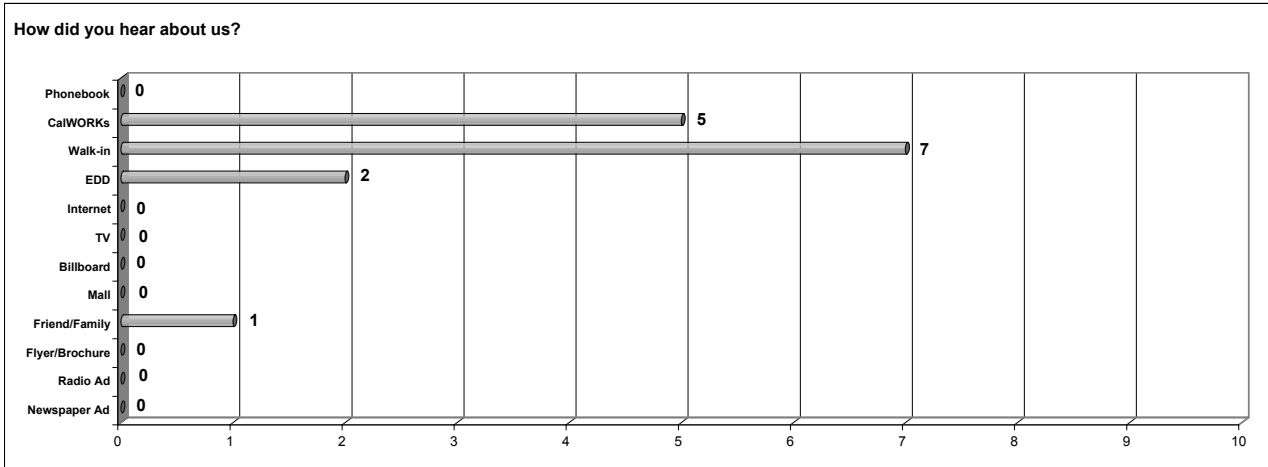
Number of sign-ins	89	
Number of questionnaires	21	24%
Number of First Visitors*	8	

Employed?	#	%
Full-time	4	19.0%
Part-time	0	0.0%
Temporary	1	4.8%
Not Employed	12	57.1%
No Answer	4	19.0%

Time of Visit	#
Morning	10
Afternoon	7
After 5	0
No Answer	4



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	9	0	0	0	0	0	0	1	0	0	11	9.75
Time it took for staff to assist you	9	0	0	0	0	0	0	0	0	0	12	10.00
Did you get the information you needed?	9	0	0	0	0	0	0	0	0	0	12	10.00
Were you satisfied with the services?	9	0	0	0	0	0	0	0	0	0	12	10.00
Did we help you today?	9	0	0	0	0	0	0	0	0	0	12	10.00



Service Data

	April	1	2	5	7	8	9	12	13	14	15	16	19	20	23	Total
Day of Week	TH	F	M	W	TH	F	M	T	W	TH	F	M	T	F		
Number of Questionnaires	1	2	2	2	1	1	1	1	1	1	3	1	1	3		21
Computer	1	2	2	1	1	1	1	1	1	1	3		1	2		18
CalJobs/Internet Job Search	1	2		1	1	1	1	1	1	1	3		1	1		15
Resume/Cover Letter			1						1					1		3
Typing Practice									1				1			2
Typing Certificate																0
Career Exploration										1						1
Job Listing	1	1		1			1		1	1	2	1				9
Fax	1								1		1	1				4
Copier									1					1		2
Telephone	1										1	1	1			4
Typewriter																0
Resource Library																0
Skills Certificate																0
Plato Lab																0
Workshop																0
Orientation																0

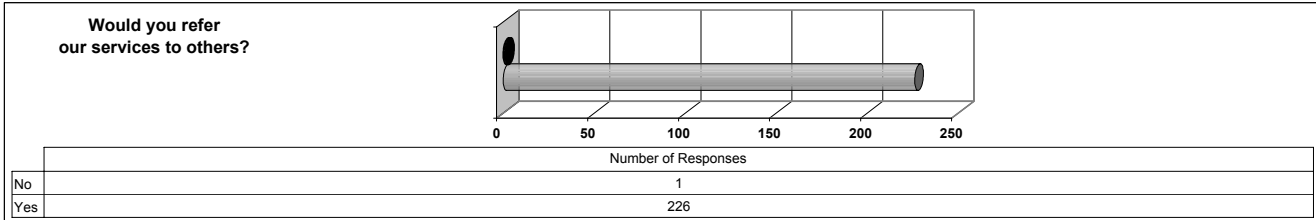
**WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
First Impressions (First Time Visitors) - April 2004**

Number of First Visitors*

267
*Merced 198
*Los Banos 61
*Livingston 8

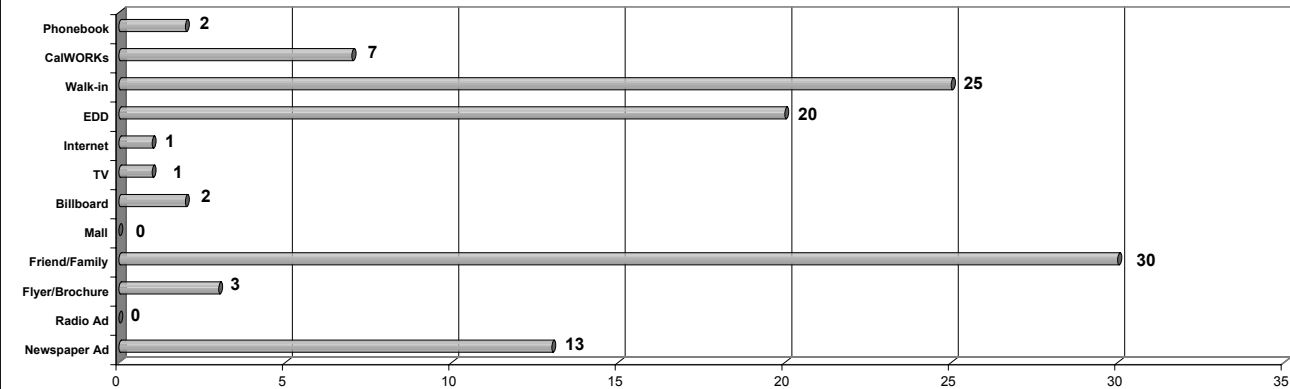
Employed?	#	%
Full-time	14	5.4%
Part-time	5	1.9%
Temporary	2	0.8%
Not Employed	224	86.8%
No Answer	13	5.0%

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?



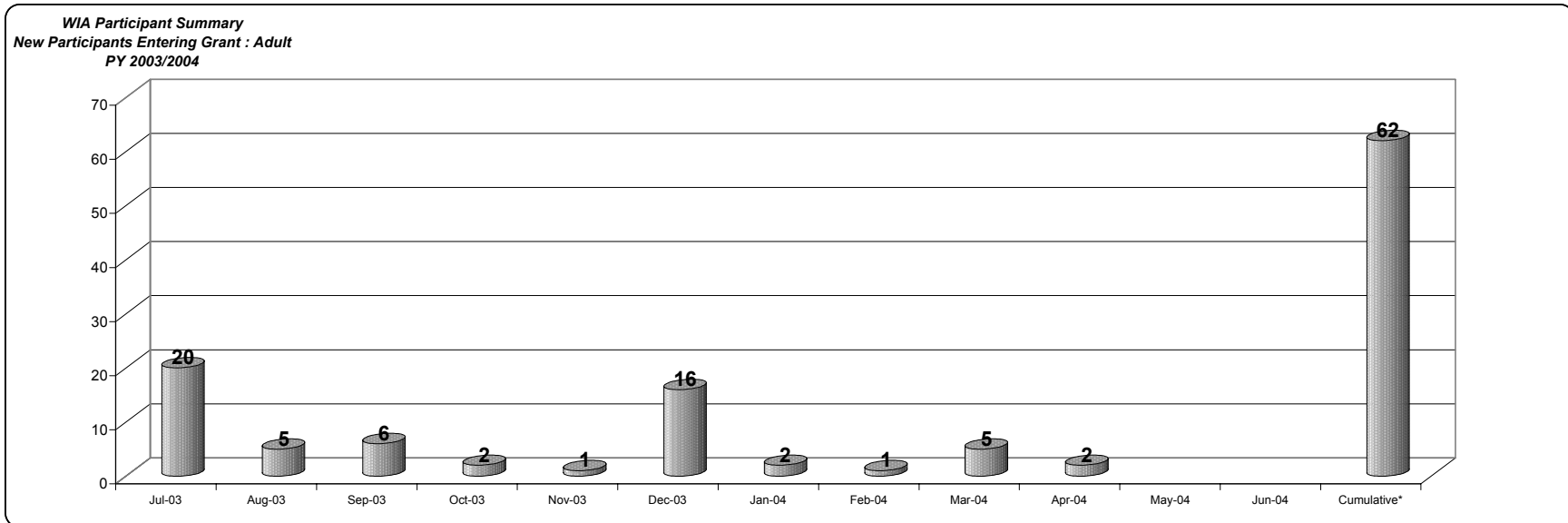
Service Data

	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	

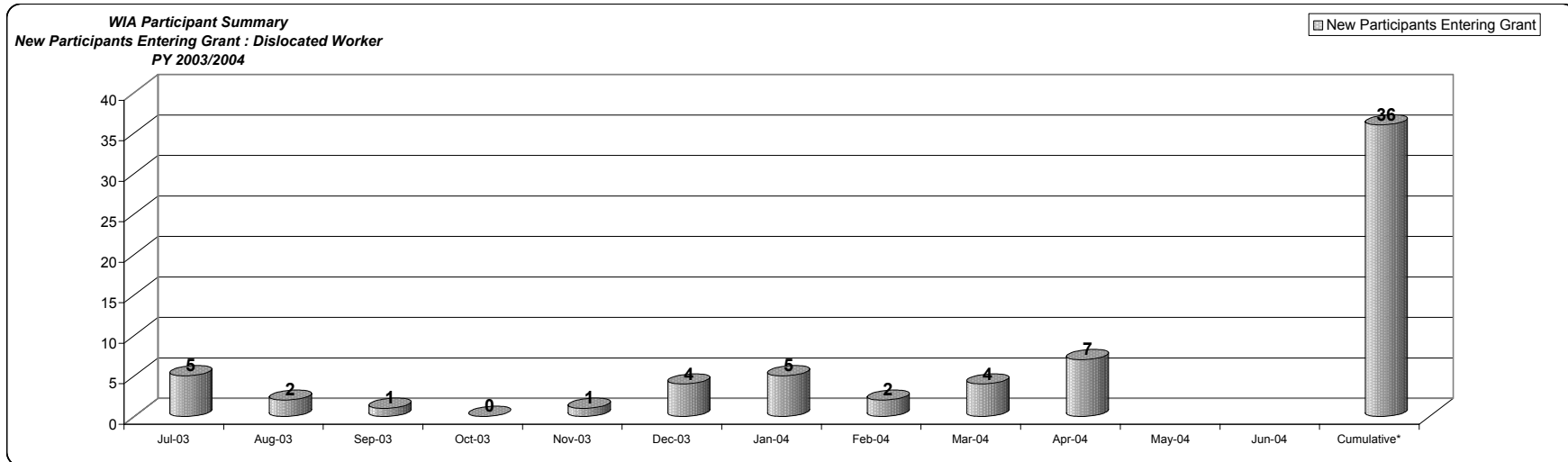


Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

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	

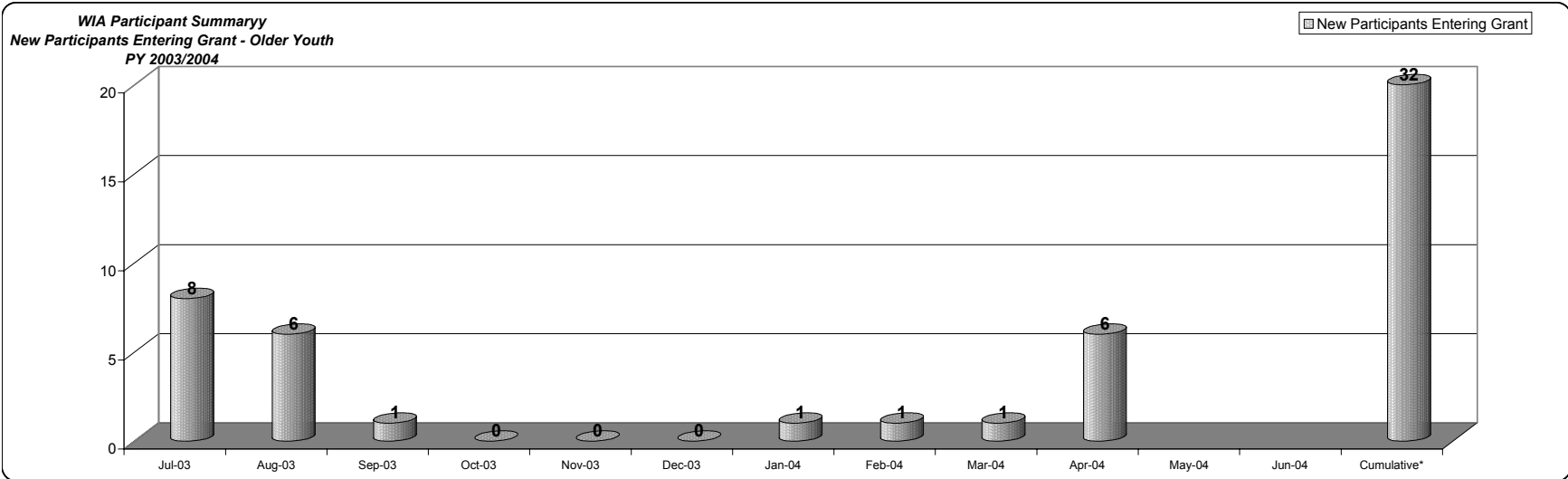


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WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH
PY 2003/2004
Report Range 07/2003 to 04/2004

	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	

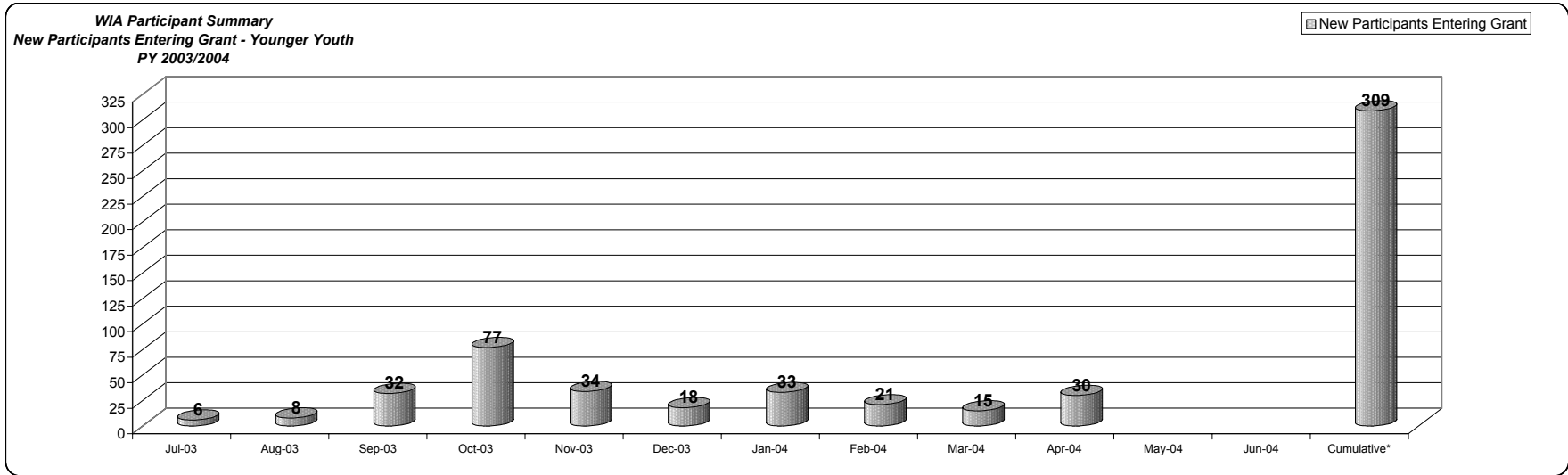


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WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH
PY 2003/2004
Report Range 07/2003 to 04/2004

	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													
Core Services (Registered)	0	0	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



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Code	Description	Adult		Youth		Dislocated Worker		Totals		Grand Total
		New	Carry Over	New	Carry Over	New	Carry Over	New	Carry Over	
CORE B	10 FOLLOW UP SRVCS CNSLNG	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		1		3	
Veterans	0	---	0	---	\$ -	---	0	---
	0		0		0		0	
Disabled	1	100.00%	1	100.00%	\$ 4,439.87	\$ 4,439.87	2	100.00%
	1		1		1		2	
Out of School	7	50.00%	5	71.43%	\$ 12,802.06	\$ 1,828.87	6	35.29%
	14		7		7		17	

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

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

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

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

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

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

Special Populations

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

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

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

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

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

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

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