

**Workforce Investment Board of Merced County  
Quality Assurance Committee  
Dept of Workforce Investment (Large Conference Room)  
1880 W. Wardrobe Ave, Merced, CA  
June 24, 2005, 7:30-9:00 a.m.**



[www.co.merced.ca.us/wi/wib/wib.html](http://www.co.merced.ca.us/wi/wib/wib.html)

**Meeting Agenda**

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1. Call to Order and Roll Call .....
2. Approval of Agenda .....
3. Approval of Minutes (February 25, 2005) .....
4. Public Opportunity to Speak .....
5. Action Agenda
  - a. Challenger Award – 2005/2008 Application ..... Joanne Presnell
6. Information/Discussion
  - a. Participant Data Reports ..... Dave Cramer
7. Chair Comments .....
8. Next Meeting Date/Time – July 29, 2005, 7:30–9:00 a.m. ....
9. Adjourn.....

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



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

**Members Absent:** Jeremiah Greggains, Ned Miller

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

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

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

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

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

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

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

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

**6. Information/Discussion:**

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

**b. Participant Data Reports:**

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

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

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

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

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

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

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

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

Minutes prepared by Dee Knight.

**TO: Quality Assurance**

**DATE: 06/24/05**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Worknet Recertification**

**PROPOSED MOTION(S): Accept the Worknet Recertification Application and direct the WIB Examiner Team to score the Application.**

**DISCUSSION: During the October 29, 2004 Quality Assurance Committee meeting, a recertification baseline score of 330 and length of term of 3 years were approved. On June 14, 2005, the WIB Examiner Team received 8 hours of training on the examination process.**

**Today, June 24, 2005, the Worknet Leadership Team's Application for Recertification is presented to the Quality Assurance Committee. Monday, June 27, 2005, the Application will be electronically delivered to the WIB Examiner Team. The scoring process will culminate on or about September 27, 2005 with a site visit to the Worknet Employment Resource Center. The finished report will be presented to the combined Quality Assurance/Executive Committees on October 28 with Certification granted November 10, 2005 after WIB ratification.**

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



# Worknet

## Customer Service & Satisfaction Report

### For All Locations

**MAY 2005**

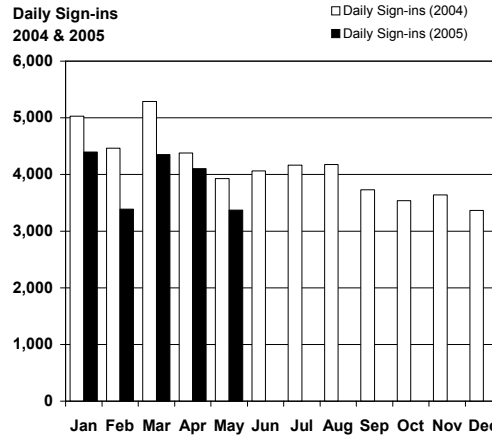
Merced County Department of Workforce Investment

### Daily Sign-ins

Daily sign-in for May totaled 3,373. Down 726 from the previous month and down 554 from May 2004. Daily sign-ins for the month of May is below the 5 year average.

May 5 year average: 3,939

2004 annual average: 4,146

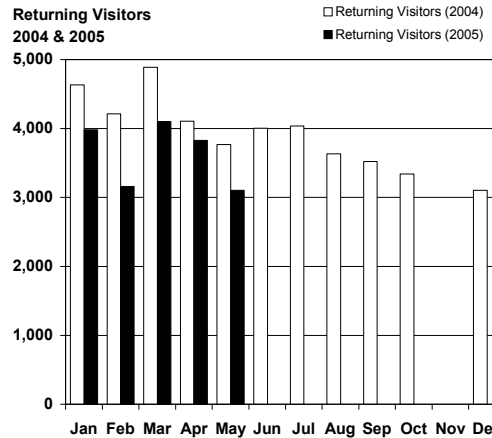


### Return Visits

Return visits for May totaled 3,106. Down 725 from the previous month and down 664 from May 2004. Return visits for the month of May is below the 5 year average.

May 5 year average: 3,120

2004 annual average: 3,605

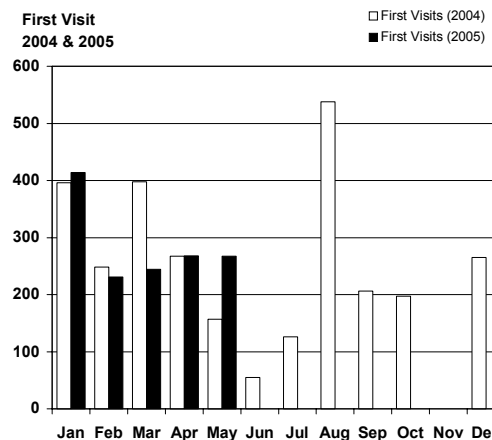


### First Visits

First Visits for May totaled 267. Down 1 from the previous month and up 110 from May 2004. First visits for the month of May exceeds the 5 year average.

May 5 year average: 269

2004 annual average: 232



### Contents

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### Customer Flow for May 2005

#### All Locations

- On average, Monday was the busiest days of the week. Averaging 184 clients per day. (Average: 790 customers/week)

#### Merced

- Mondays were the busiest day of the week, with an average of 124 clients per/day. (Average: 487 customers/week).

#### Los Banos

- Thursday was the busiest day of the week, with an average of 73 clients per day (Average: 287 customers/week).

#### Livingston

- Monday was the busiest day of the week, with an average of 5 clients per day. (Average: 17 customers/week).



**Marketing advertisements for  
May 2005**

\* News Papers Ads:  
Merced Sun-Star  
Atwater Signal  
Livingston Chronicle  
Los Banos Enterprise  
Chowchilla  
Big Valley Direct  
Vida  
05/3-7, 10-14, 24-28, 31/2005

\* Valley Values  
05/12, 26/2005

\* The Bus  
Worknet signs inside buses

96.6 percent of our customer would refer our services to others

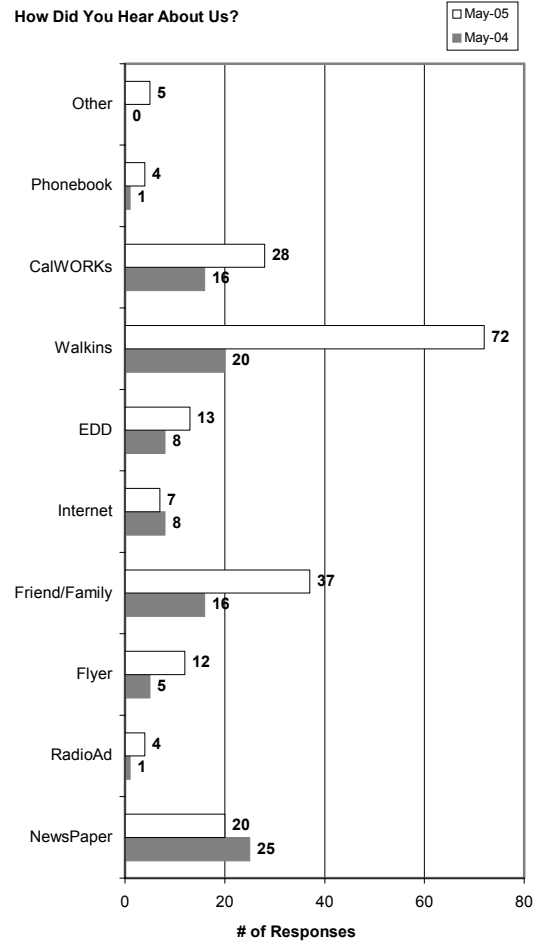
**How did you hear about us?**

Two hundred two customers responded to this question in May.

Seventy-two customers responded with Walk-in as the most frequent response. Friend or Family was the next most frequent response.

We change the method of collecting the data in November 2004 to capture more responses. Due to this change, prior year data is not directly comparable. When comparing current data with prior year data, compare only the rank of the response.

How Did You Hear About Us?

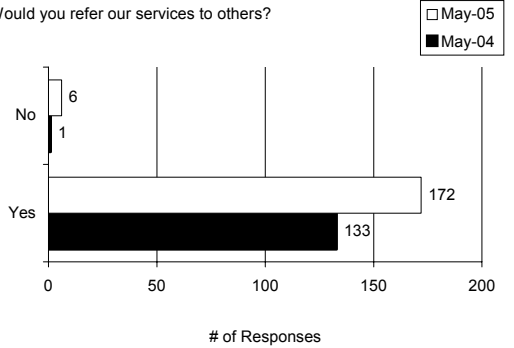


**Would you refer our services to others?**

Of those responding to this question, 96.6 percent of our customers would refer our services to others.

PY 03/04 annual average: 98.6%  
PY 04/05 ten month average: 96.8%

Would you refer our services to others?



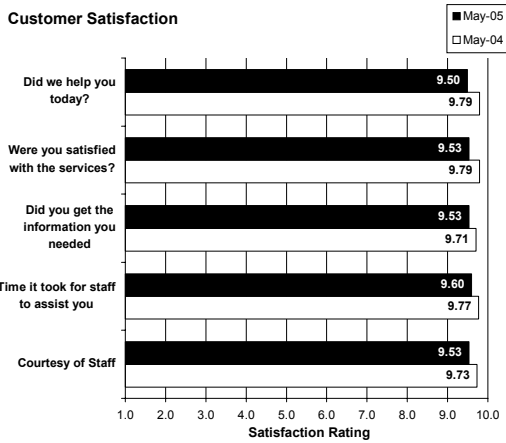


**Worknet  
Customer Service & Satisfaction Report  
For All Locations**

**MAY 2005**

Merced County Department of Workforce Investment

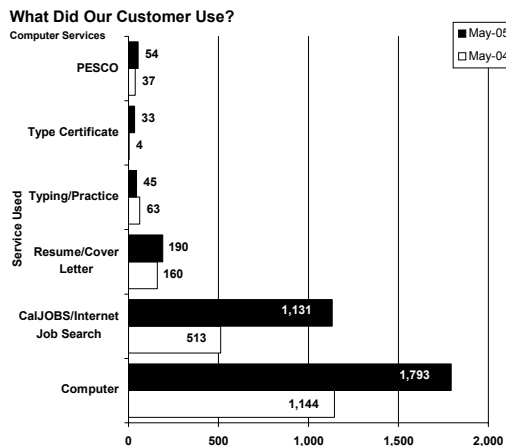
**Page 3**



**Customer Satisfaction Ratings**

Customer satisfaction questions received 204 responses from our customers in May 2005. These questions received ratings between 9.53 and 9.60, with “Time it took for staff to assist you?” receiving the highest rating. There were 7 customer that rated “Did we help you today?” with a 5 or less, representing 3.4 percent of our customers.

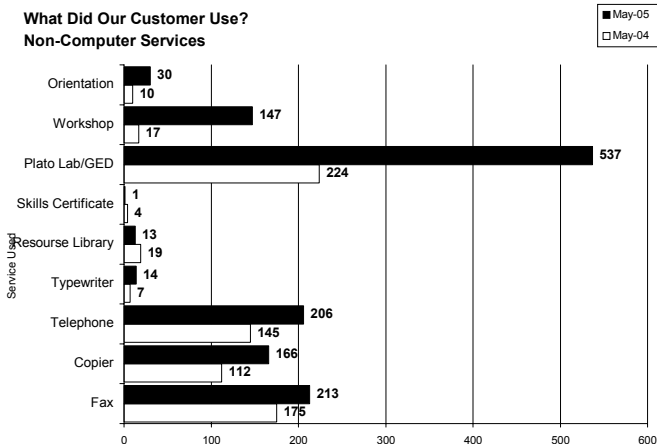
*‘Time it took staff to help you today’ received the highest rating.*



**How our customers use our services?**

Computer related services are always the most used service by our customers, with 1,793 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage within the computer service sub-topic.

*‘1,131 customers used Cal JOBS/Internet Job Search services in the month of May.’*



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



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

MAY 2005

Merced County Department of Workforce Investment

**Customer Service/Satisfaction Summary Data - All Locations**

<b>Number of Sign-ins</b>																							
<b>Day of the Week</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>T</b>	<b>Total</b>	
<b>Date</b>	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	31		
<b>Livingston</b>	13	0	0	0	0	0	0	1	9	9	7	9	6	7	5	0	0	0	0	0	0	0	66
<b>Los Banos</b>	64	53	54	64	54	72	68	80	78	62	85	73	70	84	62	0	0	11	64	51	61	1,034	
<b>Merced</b>	120	82	77	86	80	128	110	87	108	79	120	110	103	90	75	126	88	91	84	102	151	1,760	
<b>Total</b>	197	135	131	150	134	200	178	168	195	150	212	192	179	181	142	126	88	102	148	153	212	2,860	

	<b>May-04</b>	<b>Mar-05</b>	<b>Apr-05</b>	<b>May-05</b>
<b>Daily Sign-ins</b>				
Return Visit	3,770	4,146	3,831	3,106
First Visit	157	244	268	267
<b>Total</b>	<b>3,927</b>	<b>4,390</b>	<b>4,099</b>	<b>3,373</b>
<b>How did you hear about us?</b>				
News Paper	25	37	33	20
Radio Ad	1	0	6	4
Flyer	5	15	18	12
Friend/Family	16	49	57	37
Internet	8	5	7	7
EDD	8	34	36	13
Walk-ins	20	148	122	72
CalWORKs	16	50	52	28
Phonebook	1	3	6	4
Other	NA	22	16	5
<b>What did our customer use?</b>				
Computer	1,144	2,245	2,063	1,793
CalJOBS/Internet Job Search	513	1,293	1,342	1,131
Resume/Cover Letter	160	185	339	190
Typing/Practice	63	26	25	45
Type Certificate	4	21	13	33
PESCO	37	127	107	54
Job Listing	191	600	512	403
Fax	175	298	299	213
Copier	112	163	168	166
Telephone	145	263	256	206
Typewriter	7	11	5	14
Resource Library	19	9	16	13
Skills Certificate	4	3	1	1
Plato Lab/GED	224	698	601	537
Workshop	17	250	184	147
Orientation	10	53	41	30
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.73	9.41	9.35	9.53
Time it took for staff to assist you	9.77	9.38	9.35	9.60
Did you get the information you needed	9.71	9.39	9.35	9.53
Were you satisfied with the services?	9.79	9.38	9.37	9.53
Did we help you today?	9.79	9.36	9.36	9.50
<b>Would you refer our services to others?</b>				
Yes	133	307	283	172
No	1	15	21	6



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

MAY 2005

Merced County Department of Workforce Investment

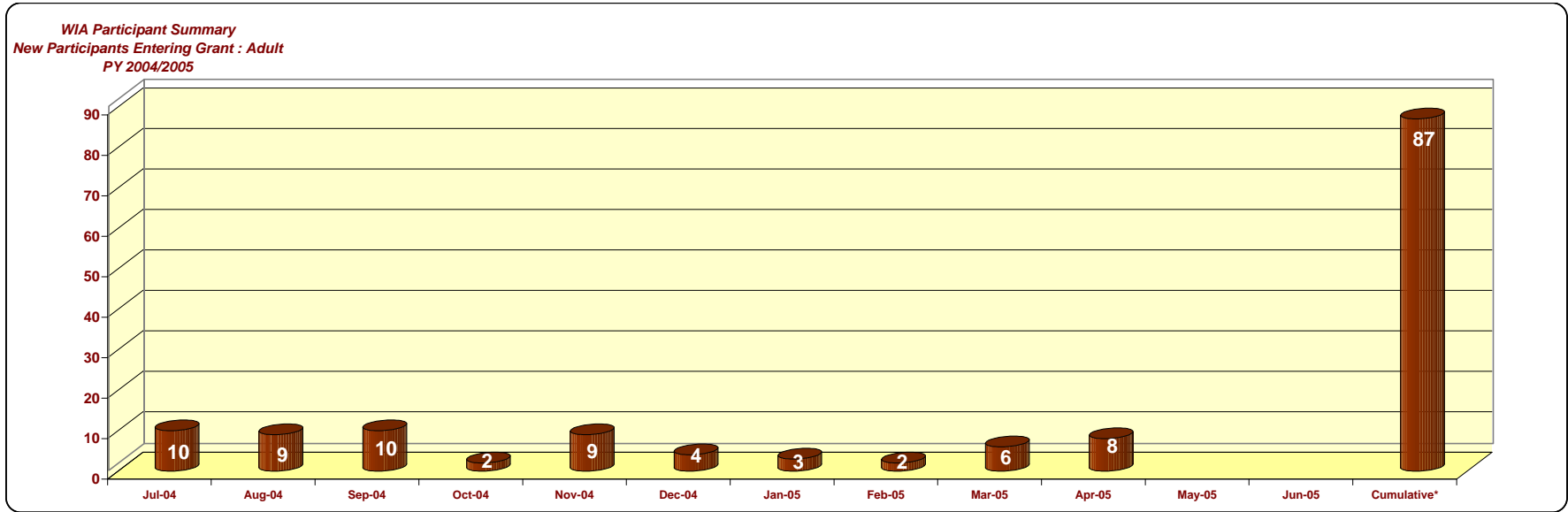
**Customer Service/Satisfaction Summary Data - Individual Locations**

<b>Who were are visitors</b>	<b>Merced</b>	<b>Los Banos</b>	<b>Livingston</b>	<b>All Locations</b>
<b>First Visit</b>	181	86	0	267
<b>Return Visit</b>	1,916	1124	66	3106
<b>How did you hear about us?</b>				
Newspaper	0	20	0	20
Radio Ad	1	3	0	4
Flyer	1	11	0	12
Friend	18	17	2	37
Internet	2	3	2	7
EDD	8	5	0	13
Walk-ins	20	51	1	72
CalWORKs	1	25	2	28
Phone Book	1	3	0	4
Other	2	3	0	5
<b>What did our customers use?</b>				
Computer	1,242	551	0	1,793
CalJOBS/Internet Job Search	866	265	0	1,131
Resume	132	58	0	190
Typing	37	8	0	45
Typing Certificate	29	4	0	33
Career	10	44	0	54
Job Listing	196	207	0	403
Fax	136	77	0	213
Copier	117	49	0	166
Telephone	147	59	0	206
Typewriter	3	11	0	14
Resource Library	3	10	0	13
Skills Certificate	1	0	0	1
Plato Lab	135	402	0	537
Workshop	1	146	0	147
Orientation	17	13	0	30
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.40	9.58	9.60	9.53
Time it took for staff to assist you	9.63	9.58	9.60	9.60
Did you get the information you needed?	9.40	9.58	9.60	9.53
Were you satisfied with the services?	9.49	9.58	8.40	9.53
Did we help you today?	9.25	9.58	9.80	9.50

**WIA PARTICIPANT SUMMARY REPORT - ADULT**  
**PY 2004/2005**  
**Report Range 07/2004 to 04/2005**

	ADULT												Part. Plan	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*	PY 04/05
<b>Total Participants</b>	150	159	173	147	157	166	141	142	153	147			228	783
Participants Carried In	140	150	163	145	148	162	138	140	147	139			141	423
New Participants Entering Grant	10	9	10	2	9	4	3	2	6	8			87	360
<b>Total Participants Exiting WI</b>	0	0	28	0	0	34	2	0	17	0			81	
Entered Unsubsidized Employment	0	0	25	0	0	30	0	0	11	0			66	160
Training Related	0	0	13	0	0	12	0	0	8	0			33	75
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	16	0	0	13	1	0	9	0			39	
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	0	0	0	2	0	0	0	0			2	
Other Exits	0	0	23	0	0	29	2	0	15	0			69	60

Program Activities/Services Summary	Enrolled													
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*	PY 04/05
Core Services (Registered)	149	158	172	147	157	166	141	142	153	147			228	515
Intensive Services	113	120	125	107	115	124	115	116	125	123			174	260
Training Services	68	71	76	64	66	74	63	64	66	61			93	100
Youth Services	0	0	0	0	0	0	0	0	0	0			0	
Concurrent Program Participants	9	9	9	6	6	9	7	7	9	10			15	
Individual Training Accounts	4	4	4	2	2	2	2	2	2	2			4	
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0	0	0	0			0	

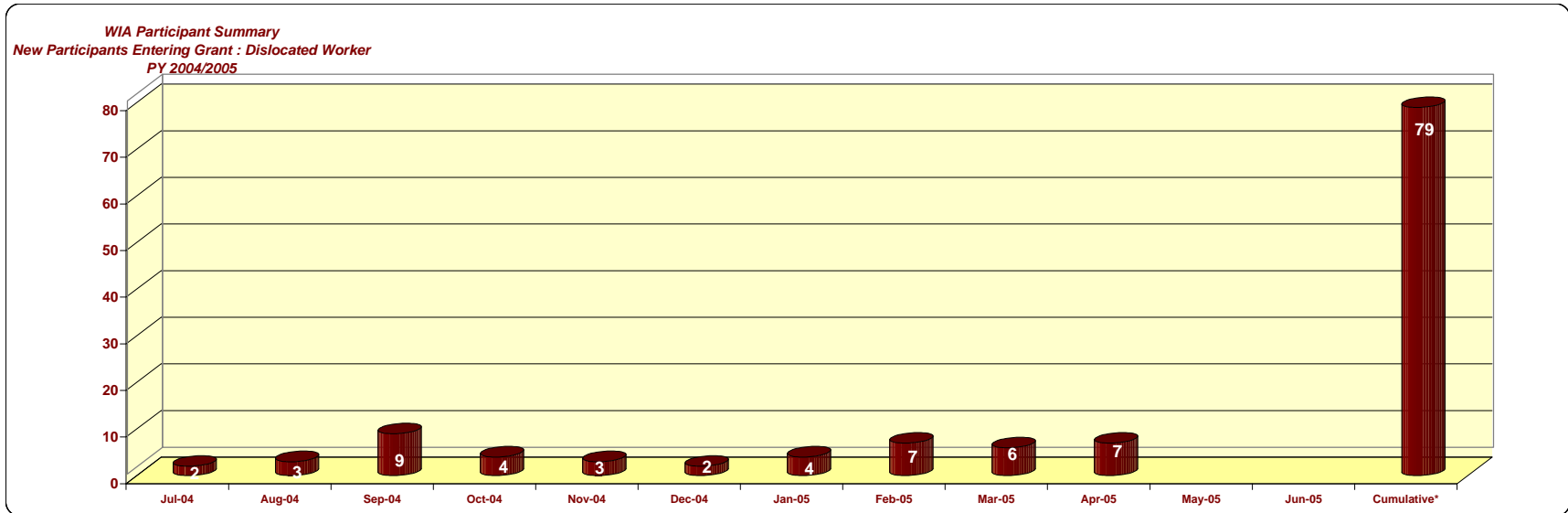


Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

**WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER**  
**PY 2004/2005**  
**Report Range 07/2004 to 04/2005**

	DISLOCATED WORKER												Cumulative*	Part. Plan PY 04/05
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05		
<b>Total Participants</b>	89	92	104	95	98	102	92	105	121	121			166	671
Participants Carried In	87	89	95	91	95	100	88	98	115	114			87	251
New Participants Entering Grant	2	3	9	4	3	2	4	7	6	7			79	420
<b>Total Participants Exiting WI</b>	0	0	16	0	0	18	0	0	11	0			45	120
Entered Unsubsidized Employment	0	0	12	0	0	14	0	0	11	0			37	65
Training Related	0	0	4	0	0	9	0	0	5	0			18	
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	7	0	0	13	0	0	6	0			26	
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	0	0	0	1	0	0	0	0			1	
Other Exits	0	0	15	0	0	17	0	0	10	0			43	60

Program Activities/Services Summary	Enrolled												Cumulative*	Part. Plan PY 04/05
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05		
Core Services (Registered)	89	92	104	95	98	102	92	105	121	121			166	500
Intensive Services	62	66	69	64	67	71	66	80	92	91			125	150
Training Services	30	31	33	30	31	31	27	32	38	39			55	80
Youth Services	0	0	0	0	0	0	0	0	0	0			0	
Concurrent Program Participants	13	13	13	12	12	12	8	8	8	8			14	
Individual Training Accounts	5	5	5	4	4	4	3	3	3	2			6	
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0	0	0	0			0	

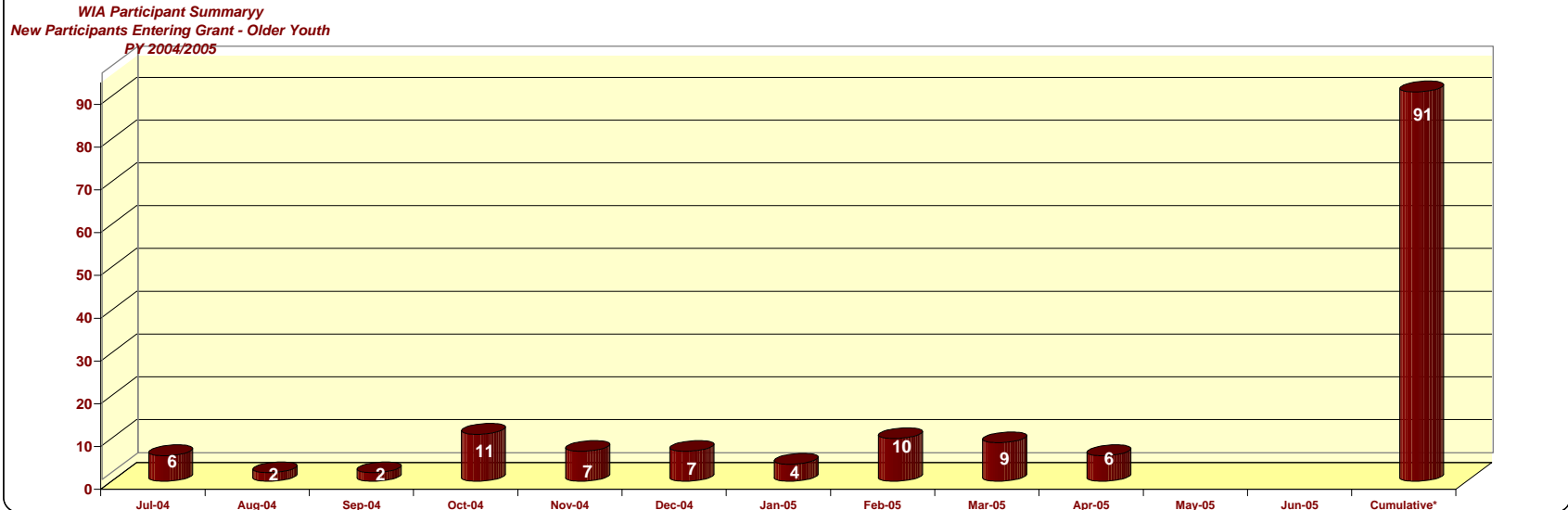


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**WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH**  
**PY 2004/2005**  
**Report Range 07/2004 to 04/2005**

	OLDER YOUTH												Part. Plan PY 04/05	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05		Cumulative*
<b>Total Participants</b>	130	113	117	122	132	143	150	161	170	172			208	310
Participants Carried In	124	111	115	111	125	136	146	151	161	166			117	234
New Participants Entering Grant	6	2	2	11	7	7	4	10	9	6			91	76
<b>Total Participants Exiting WI</b>	15	0	2	0	0	0	0	0	1	0			26	
Entered Unsubsidized Employment	5	0	1	0	0	0	0	0	1	0			20	10
Training Related	4	0	1	0	0	0	0	0	0	0			10	5
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	1	0	0	0	0	0	0	0	0	0			3	5
Entered Advanced Training	0	0	0	0	0	0	0	0	0	0			0	
Attained Recognized Certificate/Diploma/Degree	4	0	1	0	0	0	0	0	0	0			14	
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	0	0	0	0	0			0	
Other Exits	9	0	2	0	0	0	0	0	1	0			30	60

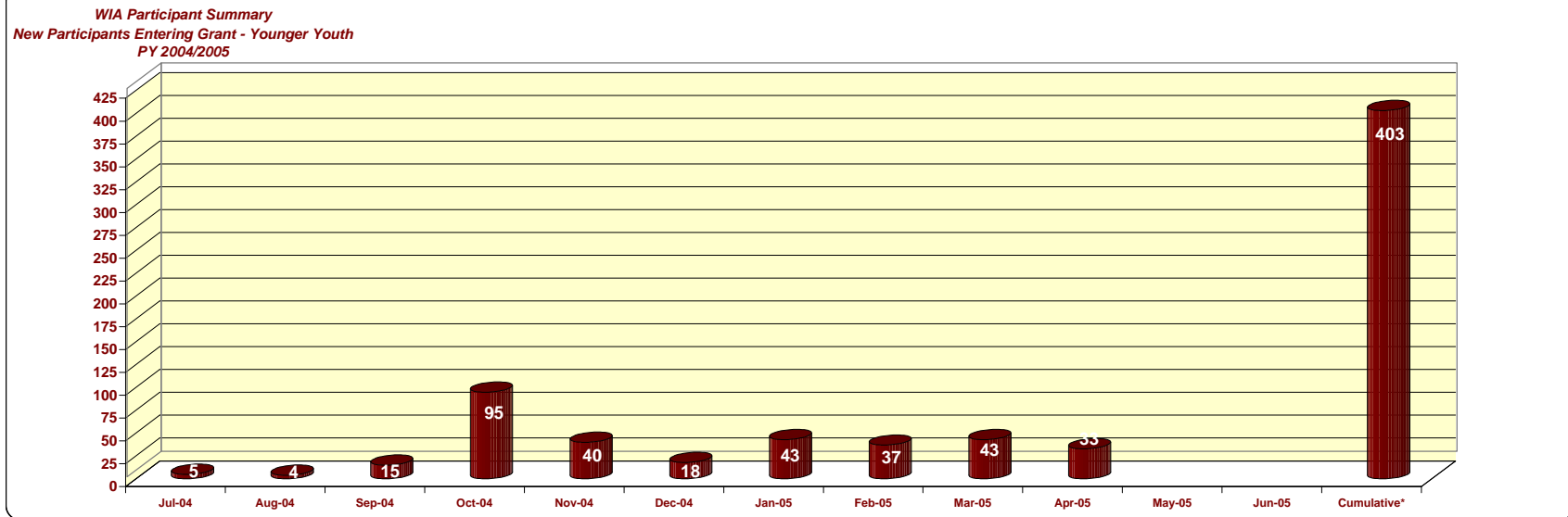
Program Activities/Services Summary	Enrolled												
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*
Core Services (Registered)	0	0	0	0	0	0	0	0	0	0			0
Intensive Services	115	98	100	107	114	119	125	133	145	148			179
Training Services	86	79	83	85	90	97	103	113	119	120			142
Youth Services	118	104	108	117	130	141	148	159	167	167			200
Concurrent Program Participants	94	76	72	65	67	70	72	75	79	75			106
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 2004/2005**  
**Report Range 07/2004 to 04/2005**

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*	Participant Plan PY 04/05
<b>Total Participants</b>	455	366	341	436	471	496	549	591	632	663			846	900
Participants Carried In	450	362	326	341	431	478	506	554	589	630			443	618
New Participants Entering Grant	5	4	15	95	40	18	43	37	43	33			403	282
<b>Total Participants Exiting WI</b>	83	42	12	5	2	3	7	4	6	0			183	
Entered Unsubsidized Employment	6	6	3	1	0	0	2	1	2	0			25	80
Training Related	11	4	4	0	0	0	0	0	2	0			27	20
Entered Military Service	0	0	0	0	0	0	0	0	0	0			0	8
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0	0	0	0			0	0
Entered Post-Secondary Education	30	10	6	0	0	0	0	1	0	0			52	130
Entered Advanced Training	1	1	0	0	0	0	0	0	0	0			4	5
Attained Recognized Certificate/Diploma/Degree	78	40	10	1	2	0	2	4	1	0			151	
Attained High School Diploma/GED	77	40	9	0	2	0	2	4	0	0			144	450
Returned to Secondary School (Youth Only)	1	0	0	1	0	0	0	0	4	0			6	15
Exits Excluded from Performance	0	1	1	0	0	0	0	0	0	0			2	
Other Exits	82	40	12	4	2	3	7	4	6	0			178	40
<b>Program Activities/Services Summary</b>	<b>Enrolled</b>													
Core Services (Registered)	0	0	0	0	0	0	0	0	0	0			0	
Intensive Services	82	74	73	83	84	87	90	93	98	98			116	
Training Services	71	67	65	69	71	73	78	80	82	83			98	
Youth Services	449	362	338	436	470	495	548	590	631	662			843	
Concurrent Program Participants	334	261	250	323	339	355	381	403	430	443			581	
Individual Training Accounts	0	0	0	0	0	0	0	0	0	0			0	
Goals Set (Younger Youth Only)	12	10	31	112	47	41	85	45	96	49			607	



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	8	15			11	13	19	28	47
	11 STAFF ASSIST JOB DEVELOP	3	3			9		12	3	15
	12 STAFF ASSIST JOB REFER	11	6			16	7	27	13	40
	13 STAFF ASSIST JOB SRCH	28	22			25	18	53	40	93
	14 STAFF ASSIST WRKSHP	2				2		4		4
	15 OTHER CORE SERVICES	3				8		11		11
	16 NON WIA FUNDED SERVICES									
	17 CO-ENROLLED CORE SERVICES		3			18	3	18	6	24
INTENSIVE	30 CASE MGMT FOR PARTIC	24	18	105	116	27	10	156	144	300
	31 COMPREHENSIVE ASSESSMNTS	5	1			14	2	19	3	22
	32 DEVELOP INDIV EMPL PLAN	4	1	1	1	18	3	23	5	28
	33 GROUP COUNSELING									
	34 EMPL EXPERIENCE			18	20			18	20	38
	35 INDIV CNSLNG CAREER PLAN			2				2		2
	36 OUT OF AREA JOB SEARCH									
	37 RELOCATION EXPENSES									
	38 SHORT TERM PREVOC SRVCS					1		1		1
	39 INTERNSHIPS									
	40 OTHER INTENSIVE SRVCS	5	1			8	2	13	3	16
	41 NONWIA FUND INTENS SRVCS									
42 CO-ENROLLED INTENSIVE SRVCS										
TRAINING	50 ADULT EDUCATION			26	10			26	10	36
	51 CUSTOMIZED TRAINING									
	52 ENTREPRENEURIAL TRAINING				1				1	1
	53 JOB READINESS TRAINING			19	2			19	2	21
	54 OCCUP SKILLS TRAINING	12	24	50	32	16	5	78	61	139
	55 ON THE JOB TRAINING	5				3		8		8
	56 PRIVATE SECTOR TRAINING									
	57 SKILL UPGRADNG RETRNG									
	58 WRKPLCE TRNG AND COOP ED									
	59 OTHER TRAINING SRVCS									
	60 NON-WIA FUNDED TRNG SRVCS	16	9			13	7	29	16	45
61 CO-ENROLLED TRAINING SRVCS										
YOUTH	70 SUMMER RELATED			1	1			1	1	2
	71 EDUCATNL ACHVMNT SRVCS			520	218			520	218	738
	72 EMPLOYMENT SERVICES			202	151			202	151	353
	73 CITIZEN LEADERSHIP SRVCS				1				1	1
	74 OTHER YOUTH SERVICES									
	75 NONWIA FUNDED YOUTH SRVCS									
	76 CO-ENROLLED YOUTH SRVCS									
MISC.	80 OTHER JTPA									
	81 SUPPORTIVE SERVICES	43	41	6	21	49	15	98	77	175
	82 NEEDS RELATED PAYMENT									
	83 BREAK IN SERVICE									
	84 NON-WIA FUNDED MISC									
	85 CO-ENROLLED MISCELLANEOUS									
	86 BRK IN SERV - HEALTH/MED			1				1		1
<b>TOTAL</b>		<b>169</b>	<b>144</b>	<b>951</b>	<b>574</b>	<b>238</b>	<b>85</b>	<b>1358</b>	<b>803</b>	<b>2,161</b>

**WIA Participant Characteristics Summary**

Report Period: 7/2004 to 04/2005

Data as of: 05/22/2005

	Adult		Dislocated Workers		Older Youth		Younger Youth		All Programs	
	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Total
<b>Total Participants</b>	228	100.0%	166	100.0%	208	100.0%	846	100.0%	1,448	100.0%
<b>Gender</b>										
Female	163	71.5%	87	52.4%	139	66.8%	454	53.7%	843	58.2%
Male	65	28.5%	79	47.6%	69	33.2%	392	46.3%	605	41.8%
<b>Age</b>										
14 - 18	3	1.3%	0	0.0%	0	0.0%	846	100.0%	849	58.6%
19 - 21	34	14.9%	5	3.0%	208	100.0%	0	0.0%	247	17.1%
22 - 29	68	29.8%	45	27.1%	0	0.0%	0	0.0%	113	7.8%
30 - 44	96	42.1%	62	37.3%	0	0.0%	0	0.0%	158	10.9%
45 - 54	18	7.9%	38	22.9%	0	0.0%	0	0.0%	56	3.9%
55 - 61	8	3.5%	14	8.4%	0	0.0%	0	0.0%	22	1.5%
62 - 64	1	0.4%	1	0.6%	0	0.0%	0	0.0%	2	0.1%
65 and Older	0	0.0%	1	0.6%	0	0.0%	0	0.0%	1	0.1%
<b>Race/Ethnicity</b>										
America Indian/Alaskan Native	5	2.2%	4	2.4%	2	1.0%	8	0.9%	19	1.3%
Asian	20	8.8%	8	4.8%	33	15.9%	170	20.1%	231	16.0%
Black/African American	17	7.5%	15	9.0%	19	9.1%	58	6.9%	109	7.5%
Hawaiian Native/Other Pacific Islander	4	1.8%	5	3.0%	1	0.5%	9	1.1%	19	1.3%
White	93	40.8%	62	37.3%	23	11.1%	125	14.8%	303	20.9%
Ethnicity Hispanic or Latino	95	41.7%	77	46.4%	132	63.5%	508	60.0%	812	56.1%
<b>Veterans Status</b>										
Total Veterans	12	5.3%	16	9.6%	1	0.5%	0	0.0%	29	2.0%
Campaign Veteran	10	4.4%	12	7.2%	0	0.0%	0	0.0%	22	1.5%
Disabled Veteran	3	1.3%	1	0.6%	0	0.0%	0	0.0%	4	0.3%
Recently Separated Veteran	4	1.8%	3	1.8%	1	0.5%	0	0.0%	8	0.6%
Spouse of Veteran	2	0.9%	3	1.8%	0	0.0%	0	0.0%	5	0.3%
<b>Labor Force Status</b>				0.0%						
Employed	86	37.7%	18	10.8%	30	14.4%	30	3.5%	164	11.3%
Unemployed	142	62.3%	146	88.0%	178	85.6%	815	96.3%	1,281	88.5%
<b>Public Assistance Status</b>										
TANF	15	6.6%	4	2.4%	19	9.1%	274	32.4%	312	21.5%
GA, RCA, or SSI	4	1.8%	4	2.4%	7	3.4%	63	7.4%	78	5.4%
Pell Grant Recipient	20	8.8%	7	4.2%	7	3.4%	3	0.4%	37	2.6%
Food Stamps	47	20.6%	19	11.4%	34	16.3%	327	38.7%	427	29.5%
<b>Education Status</b>										
Student, High School or Less	7	3.1%	4	2.4%	1	0.5%	713	84.3%	725	50.1%
Student, Attending Post High School	59	25.9%	13	7.8%	10	4.8%	5	0.6%	87	6.0%
Out-of-School, High School Dropout	9	3.9%	8	4.8%	43	20.7%	24	2.8%	84	5.8%
Out-of-School, High School Grad, with Employ Difficulty	53	23.2%	58	34.9%	151	72.6%	102	12.1%	364	25.1%
Out-of-School, HSG, No Employ Diff. (Counted as In-School)	100	43.9%	83	50.0%	3	1.4%	2	0.2%	188	13.0%
<b>Unemployment Insurance Status</b>										
UI Claimant	21	9.2%	113	68.1%	7	3.4%	2	0.2%	143	9.9%
UI Exhaustee	13	5.7%	29	17.5%	2	1.0%	0	0.0%	44	3.0%
<b>Barriers To Employment</b>										
Disabled	6	2.6%	3	1.8%	9	4.3%	158	18.7%	176	12.2%
Limited Eng. Proficiency	4	1.8%	5	3.0%	14	6.7%	84	9.9%	107	7.4%
Single Parent	56	24.6%	28	16.9%	29	13.9%	23	2.7%	136	9.4%
Worker Profiling/Reemployment Services Referral	3	1.3%	10	6.0%	0	0.0%	0	0.0%	13	0.9%
Low Income	124	54.4%	72	43.4%	205	98.6%	799	94.4%	1,200	82.9%
Displaced Homemaker	1	0.4%	0	0.0%	1	0.5%	0	0.0%	2	0.1%
Offender	15	6.6%	8	4.8%	17	8.2%	60	7.1%	100	6.9%
Homeless	2	0.9%	3	1.8%	11	5.3%	10	1.2%	26	1.8%
Runaway Youth	0	0.0%	0	0.0%	4	1.9%	8	0.9%	12	0.8%
Pregnant/Parenting Youth	0	0.0%	0	0.0%	46	22.1%	46	5.4%	92	6.4%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	203	97.6%	835	98.7%	1,038	71.7%
Basic Literacy Skills Deficient	62	27.2%	87	52.4%	196	94.2%	796	94.1%	1,141	78.8%
Substance Abuse	1	0.4%	0	0.0%	4	1.9%	27	3.2%	32	2.2%
Foster Youth	0	0.0%	0	0.0%	1	0.5%	27	3.2%	28	1.9%