

**Workforce Investment Board
 Executive Committee
 1880 W. Wardrobe Ave, Merced, CA 95341
 July 7, 2008, 7:30-9:00 a.m.
 Meeting Agenda**



<http://www.co.merced.ca.us/wi/wib/wib.html>

1. Call to Order/Roll Call.....
2. Approval of Agenda
3. Approval of May 5, 2008 Minutes.....
4. Public Opportunity to Speak.....
5. Action Agenda
- a. Workforce Investment Board Membership – Ms. Amalee Jayasinghe Alfredo Mendoza
- b. Workforce Investment Board Strategic Scorecard Alfredo Mendoza
- c. Authorization to Sign Documents Resolution Approval Request Alfredo Mendoza
- d. Workforce Investment Board & Executive Committee Meetings for PY 08/09 Brian Cutler
- e. Workforce Investment Board Members at Large Brian Cutler
- f. Recertification of Los Banos Worknet Employment Resource Center Brian Cutler
- g. Exceptions to Individual Training Account Policy..... Brian Cutler
6. Discussion
- a. Workforce Investment Board Retreat Andrea Baker
- b. Review Workforce Investment Board Strategic Scorecard Categories Alfredo Mendoza
7. Information
- a. Youth Council Report Rennise Ferrario
- b. Political Issues of Importance..... Alfredo Mendoza
- c. Fiscal Reports Jackie Walther-Parnell
- d. Customer Service and Satisfaction Report May 08 Joanne Presnell
8. Director Comments.....(5 min)
9. Chair Comments(5 min)
10. Next Meeting – August 4, 2008.....
11. Adjourn

**Workforce Investment Board
Executive Committee
1880 W. Wardrobe Ave
May 5, 2008, 7:30-9:00 a.m.
Meeting Minutes**



<http://www.co.merced.ca.us/wi/wib/wib.html>

Members Present:

Don Bergman	Kathleen Crookham	Edward Dietz	Rennise Ferrario
Robert Harmon (Chair)	Al Romero	Vann (Mike) Smith	

Members Absent:

Albert Montejano

Others Present:

Andrea Baker	Brian Cutler	Dee Knight	Alfredo Mendoza
Joanne Presnell	Jackie Walther-Parnell		

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1. Call to Order/Roll Call: The Chair, Mr. Robert Harmon, called the meeting to order at 7:32 a.m. Roll call was taken.
 2. Approval of Agenda: It was *M/S/C Smith/Bergman* to approve the agenda as published.
 3. Approval of Minutes: It was *M/S/C Ferrario/Smith* to approve the April 7, 2008 minutes.
 4. Public Opportunity to Speak: None.
 5. Action Agenda:
 - a. Memorandum of Understanding Amendment with Dept of Rehabilitation – It was *M/S/C Bergman/Smith* to accept amendment #6 to the MOU between the Workforce Investment Board and the Dept of Rehab, and forward to the Board of Supervisors for approval.
 - b. Youth Program Provider Selection – It was *M/S/C Bergman/Romero* to accept the Request for Proposal for Youth Programs for PY 2008/09, and forward to the Board of Supervisors for approval.
 - c. One-Stop Certification – It was *M/S/C Dietz/Crookham* to approve using the California Awards for Performance Excellence Prospector process for the One-Stop certification.
 - d. Workforce Investment Board Membership – Ms. Debra Glass: It was *M/S/C Bergman/Ferrario* to accept the nomination of Ms. Debra Glass, and forward to the Board of Supervisors for approval.
 - e. Workforce Investment Board Membership – Ms. Loretta Schlosser: It was *M/S/C Bergman/Smith* to accept the nomination of Ms. Loretta Schlosser, and forward to the Board of Supervisors for approval.

The committee requested for the next meeting to have an accurate ratio of the different sectors required for the Workforce Investment Board.

6. Discussion:

- a. Workforce Investment Board Strategic Scorecard – Staff provided everyone a *Revised* Strategic Scorecard that was aligned with the Workforce Investment Board's (WIB) current goals, and gave an overview of the categories. Everyone was asked to thoroughly review the Strategic Scorecard, and let staff know of any changes before the next meeting.

b. Participant Data Report and Report Format – Staff provided for review a one-page format of the Participant Summary Report. The following additions were suggested: 1) Add the “target percentage” at the top of the page; and 2) Add the “goal to date”.

7. Information:

a. Workforce Investment Board Nomination Committee: The Nomination Committee met and nominated potential candidates for each office, which will be presented to the WIB on Thursday.

b. Advocacy Update

c. Rescission Update: The percentage of allocations for the Youth Programs was explained.

d. Fiscal Reports: The Enterprise Zone database format was explained.

8. Director Comments: Ms. Andrea Baker noted the Department received its allocations last week, and is now waiting for a date from the State to submit the next modification to the 5-Year Strategic Plan.

Ms. Baker has been working with the San Joaquin Valley Partnership to submit a second phase of the partnership proposal to continue with the WorkKeys and Executive Pulse programs. She is also trying to get more information on two major proposals from the State that continues to focus on Workforce Development by the Governor, which are the “Prisoner Reentry” and “Green Jobs”. Green Jobs is actually green skills for jobs already in existence and then some green jobs.

In regards to Workforce Development, the WIB Economic Development Ad Hoc Committee is trying to get a better understanding of “Alternative Energy”, which is one of the WIB’s industry clusters. They have had two presentations and working on getting another one.

9. Chair Comments: The Chair thanked everyone for their participation in the meeting and coming out so early in the morning.

10. Next Meeting: June 2, 2008, Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave.

11. Adjourn: The meeting adjourned at 8:10 a.m.

TO: Executive Committee

DATE: 07/07/08

FROM: WIB Staff

For Action

For Information

For Discussion

**SUBJECT: Workforce Investment Board Membership – Ms. Amalee Jayasinghe,
Safeway Merced Grocery Plant**

PROPOSED MOTION(S): Accept the nomination of Ms. Amalee Jayasinghe, which has been sent to the Board of Supervisors for approval.

DISCUSSION: Section 117 of the Workforce Investment Act (WIA) outlines criteria for membership on the local Workforce Investment Board (WIB). One of the requirements is that a majority of the members of the Local Board must be representatives of the private sector in the local area.

Ms. Jennifer Krumm, Chief Operations Manager of the Greater Merced Chamber of Commerce, has nominated Ms. Amalee Jayasinghe for membership on the WIB as a private sector representative. Ms. Jayasinghe is the Plant Manager for Safeway Merced Grocery Plant, and is familiar with the needs of manufacturing when hiring workers, and the challenges of finding qualified individuals.

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

TO: Executive Committee

DATE: 07/07/08

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Workforce Investment Board Strategic Scorecard

PROPOSED MOTION(S): Accept the revised Workforce Investment Board (WIB) Strategic Scorecard.

DISCUSSION: The WIB Strategic Scorecard is used to manage the attainment of the WIB's efforts, and has been updated and aligned with the current WIB goals. The four areas of the Scorecard continue to be relevant to the attainment of WIB goals. Each section of the Scorecard is labeled by color to show the connection/alignment between the WIB goals and the Strategic Scorecard.





ATTACHMENT(S):
Updated Strategic Scorecard

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD


WIB GOALS

- Goal 1:** Clarified roles & responsibilities & improved communication in economic development.
- Goal 2:** Increased private sector involvement & ownership of the WIB.
- Goal 3:** Increased visibility with clear, consistent message focused on business.
- Goal 4:** More diverse resources & efficiency / effectiveness measures.
- Goal 5:** Identify & deliver services needed by business.
- Goal 6:** Implement one additional industry cluster.
- Goal 7:** Increased support for K-12 improvement.

Measurement Category: Customer Perspective

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
 1. Business Customer Satisfaction a. Employer Needs Are Being Met	80% Satisfaction Rate & Increase in the # of Employers using Worknet Services	Face to face 10 Question Survey of 30 Employers	Annually (July)	Exec
 b. Are the Right Industries Targeted <ul style="list-style-type: none"> • Economic Development Targeted Industries • Growth Industries 	Compare targets and adjust industry focus, if necessary	Review LMI (Growth Industries & Early Warning Data)	Annually (July)	Exec
 2. Job Seeker Customer Satisfaction a. Job Seeker Needs Are Being Met	90%	Customer Satisfaction Surveys	Biannually (Jan/July)	Exec
b. Input from Customers Is Used To Improve Services	Rating to meet or exceed	One Stop Management	Biannually (Jan/July)	Exec
 3. Workforce Development Advocacy/Awareness	# Of Face to Face Meetings # Of Written	Meetings with Legislators	Annually (April)	Exec

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

	<p>Communications</p> <p>Voting record of Legislators</p> <p>Positive impact to Support Local Control</p> <p>Stable or increased WIA Funding</p>	<p>Written Communication with Legislators (requesting a response)</p> <p>Invitations to WIB Meetings</p> <p>Invitations to Worknet, i.e., for a tour, Chamber Mixer, etc.</p>		
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Measurement Category: Internal Operations/Organizational Effectiveness

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
<p>1. Program Accountability:</p> <p>a. Plan vs. Actual Participant Activity</p> <p>Numbers</p> <p>Merced County Population</p> <ul style="list-style-type: none"> • Demographics • White – 40.6% • Hispanic – 45.3% • Asian – 6.8% • African Amer – 3.8% • Amer Indian – 1.2% • Others – 2.3% <ul style="list-style-type: none"> • Performance Measures <p>b. Report Results:</p> <ul style="list-style-type: none"> • Audits 	<p>Planned vs. Actual</p> <p>Participants vs. Merced Co. Demographics</p> <p>Attain 80% level on Goals</p> <p>Zero Findings</p>	<p>Participant Reports</p> <p>Participant Reports</p> <p>Performance Reports</p> <p>Single Audit</p>	<p>Quarterly (Oct/Jan/Apr/Jul)</p> <p>Biannually (Jul/Jan)</p> <p>Quarterly (Nov/Feb/May/Oct)</p> <p>Annually (May)</p>	<p>Exec</p> <p>Exec</p> <p>Exec</p> <p>Exec</p>

Deleted: County Audit
Single Unit Federal Audit

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<ul style="list-style-type: none"> • Monitoring • Youth Quarterly Program Reports Out-of-School Youth Younger Youth <p>c. Resources are Allocated Appropriately:</p> <ul style="list-style-type: none"> • The Selected Industry Cluster and Occupations Within The Cluster Are Being Supported • Quality Controls • Productivity 	Acceptable Progress	EDD Monitoring	Annually (Feb)	Exec
	Acceptable Progress	WI Monitoring	Biannually (Jan/Jul)	
		Report from MCOE	Quarterly	YC
		Report from MCOE	Quarterly	YC
	Review results of training and job placements in the industry	Identify and select industry cluster	Annually (July)	Exec
Improved Scores	Customer Satisfaction	Annually (July)	Exec	
Attainment	Data Performance Measures	Annually (July)	Exec	

Measurement Category: Financial/Market Perspective

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Expenditures including: <ul style="list-style-type: none"> • Obligations • Accruals (Expenses) • Encumbrances • By funding source • By service • Plan vs. Actual 	80% Expended by End of Year	Fiscal Reports	Monthly	Exec
2. Revenue & Resources: <ul style="list-style-type: none"> a. Grants 	#s Received	WI Report	Quarterly	Exec

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

b. Revenue Generation	#s Applied for Sources # of Sources Amount of \$\$	WI Report	(Oct/Jan/Apr/Jul) Quarterly (Oct/Jan/Apr/Jul)	Exec
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Measurement Category: Learning and Innovation

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Influence the Workforce Investment System				
a. Education	Report on Activity	Participate on the P-16 Council	Quarterly	Exec
b. Economic Development Adhoc Committee	New Jobs Created Jobs Retained or Jobs Lost	Reports by MCEDCO, and CAED	Quarterly	Exec



Deleted: BEO
Deleted: EDAC

Glossary

Exec - WIB Executive Committee
YC - Youth Council

Revision Date: April 29, 2008

TO: Executive Committee

DATE: 07/07/08

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Authorization to Sign Documents Resolution Approval Request

PROPOSED MOTION(S): Recommend an addition to the Authorization to Sign Documents Resolution (No. 2006-176), and forward recommendation to the Workforce Investment Board for submission to the Board of Supervisors.

DISCUSSION: In order to continuously adapt to shifting circumstances, shrinking funding streams, increased competition for limited funding, and overall less federal/state funding available, this updated resolution will facilitate achieving the goals of the Workforce Investment Board.

The increase for regional cooperation and coordination, coupled with decreased timelines in proposal instructions, necessitates speedy turnaround times and submissions (whether online or by regular mail). This updated resolution will provide the flexibility needed to secure and renew funding offered by the Department of Labor as well as other workforce development funding sources.

ATTACHMENT(S):

Updated Resolution No. 2006-176 (underlined areas signify additional language added to the Resolution)

BEFORE THE BOARD OF SUPERVISORS
COUNTY OF MERCED, STATE OF CALIFORNIA

In the Matter of

**RESOLUTION DECLARING
AUTHORIZATION TO EXECUTE
DOCUMENTS RELATED TO THE
WORKFORCE INVESTMENT ACT**

)
)
) **RESOLUTION NO. 2008-**
)
)
)
)

WHEREAS, the Merced County Workforce Investment Board prepared and submitted to the State of California a Five-Year Plan for implementing the Workforce Investment Act (WIA) of 1998 in Merced County; and,

WHEREAS, the County of Merced, as grant recipient under the above Act, is required from time to time during the plan period to execute and submit numerous documents including adjustments, revisions and updates to the plan, subgrant agreements and cash requests; and,

WHEREAS, the Director/Assistant Director, Department of Workforce Investment have historically been authorized to execute the above described documents on behalf of the County of Merced.

WHEREAS, in order to satisfy the goals of the Workforce Investment Board and the Department of Workforce Investment to increase revenue and maximize or leverage resources in a time when our State and Nation are experiencing shrinking resources, the ability to competitively apply for and secure additional funding requires immediacy and the ability to authorize grant proposals.

WHEREAS, all acceptance of funds comes to the Board of Supervisors for approval.

NOW, THEREFORE BE IT RESOLVED, the Director/Assistant Director, Department of Workforce Investment, is authorized to prepare, execute and submit documents necessary to secure new funding streams, including grant applications aligned with Workforce Investment Board goals and the County's Legislative platform. revise or update the WIA Five-Year Plan and other WIA related documents, the subgrant (the WIA agreement between the State of California and County to access WIA funds), and cash requests on behalf of the County.

I, Demitrios O. Tatum, Clerk of the Board of Supervisors of the County of Merced, do hereby certify that the foregoing resolution was regularly introduced, passed and adopted by said Board at a regular meeting thereof held on September 19, 2006 by the following vote:

Supervisors

Ayes:

Noes:

Not Present:

Witness my hand and the Seal of this Board this _____ day of _____ 2008.

DEMITRIOS O. TATUM, Clerk

By _____
Deputy

TO: Executive Committee

DATE: 07/07/08

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Workforce Investment Board, Executive Committee and Youth Council Meeting Schedules – Program Year 2008/09

PROPOSED MOTION(S): Discuss and approve proposed/amended meeting calendar for new program year.

DISCUSSION: Following is the meeting schedule for the WIB,

WIB and WIB Committees	Interval		Meeting Dates	
WIB 3:00-5:00 p.m.	Bimonthly	2 nd Thursday	July 10, 2008 Sep 18, 2008* Nov 13, 2008 Jan 8, 2009 Mar 12, 2009 May 14, 2009	
WIB Exec Committee 7:30-9:00 a.m.	Monthly	1 st Monday	July 7, 2008 Aug 4, 2008 Sep 8, 2008* Oct 6, 2008 Nov 3, 2008 Dec 1, 2008	Jan 5, 2009 Feb 2, 2009 Mar 2, 2009 Apr 6, 2009 May 4, 2009 Jun 1, 2009
Youth Council 4:00-5:30 p.m.	Monthly	2 nd Wednesday	July 9, 2008 Aug 13, 2008 Sep 10, 2008 Oct 8, 2008 Nov 12, 2008 Dec 10, 2008	Jan 14, 2009 Feb 11, 2009 Mar 11, 2009 Apr 8, 2009 May 13, 2009 Jun 10, 2009

**Interval date changed due to holiday or other circumstance*

ATTACHMENT(S): N/A

TO: Executive Committee

DATE: 07/07/08

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Workforce Investment Board (WIB) Members at-Large

PROPOSED MOTION(S): Recommend the current appointed and at-large members be submitted to the WIB for election/ratification.

DISCUSSION: The WIB bylaws state: "Members of the Executive Committee shall be the Chairperson, Vice-Chairperson, the immediate past Chairperson of the Board, the member representing the Merced County Board of Supervisors, the chairperson of the Youth Council and two private sector WIB members elected at large. The Chairperson of the Board may, subject to ratification by the affirmative vote of two-thirds (2/3) of the Executive Committee, appoint a Board member to the Executive Committee based on background/expertise considered necessary for the committee."

Neither the at-large members or appointed members were addressed at the May 2008 WIB elections.

Current Executive Committee Members:

Albert Montejano
Alfonse Peterson
Steve Newvine

Kathleen Crookham
Rennise Ferrario

Chair Appointed Member:

Vann (Mike) Smith

Current Members At Large:

Edward Dietz
Al Romero

ATTACHMENT(S): N/A

TO: Executive Committee

DATE: 07/07/08

FROM: Ad Hoc One-Stop Certification Committee

For Action

For Information

For Discussion

SUBJECT: Affiliate Site Recertification – Los Banos

PROPOSED MOTION(S): Recommend approval of the request for a three-year Affiliate Site Recertification for the Los Banos Worknet Employment Resource Center, and forward recommendation to the Workforce Investment Board (WIB).

DISCUSSION: The current Los Banos Affiliate Site Certification is set to expire in July 2008. The Ad Hoc One-Stop Certification Committee has reviewed the Application for Affiliate One-Stop Recertification, July 2008–July 2011(submitted May 15, 2008).

A site visit of the Los Banos Employment Resource Center took place May 23, 2008. On that day, the Ad Hoc One-Stop Certification Committee held a meeting and discussed how the Center is providing the 11 Core Statutory Requirements as outlined in the Workforce Investment Act of 1998, Section 134(d)(2). The Ad Hoc One-Stop Certification Committee unanimously recommends that the WIB grant a three-year Affiliate Site Recertification to the Los Banos Worknet Employment Resource Center, effective July 2008 through July 2011.

The Los Banos Worknet Employment Resource Center will be included as an affiliate site in the Department’s application for the California Prospector Award One-Stop Certification under the California Awards for Performance Excellence (CAPE) at a later date.

**ATTACHMENT(S):
Application**

Worknet

of Merced County

Employment Resource Center

800 7th Street

Los Baños, California 93635

Application for Affiliate One-Stop Re-Certification July 2008 – July 2011



**Merced County
Workforce Investment Board**



2008 – 2011 Affiliate Certification Application

Applicant:

Worknet of Merced County Employment Resource Center
800 7th Street
Los Baños, CA 93635
Phone: 209-826-7241
Fax: 209-826-7993

Highest Ranking Official

Joanne Presnell, Assistant Director
1880 W. Wardrobe Avenue
Merced, CA 95340
Phone: 209-724-2041
Fax: 209-725-3592
Email: jpresnell@co.merced.ca.us

Official Point of Contact

Bernedette Castaneda, Program Manager
800 7th Street
Los Baños, CA 93635
Phone: 209-710-6243
Fax: 209-826-1588
Email: bcastaneda@co.merced.ca.us

Sandy Lemas, Supervising Employment & Training Specialist

800 7th Street
Los Baños, CA 93635
Phone: 209-826-7241 ext. 12
Fax: 209-826-3754
Email: slemas@co.merced.ca.us

Authorized Signature:

Signature: **Joanne Presnell**, Assistant Director

Date: _____

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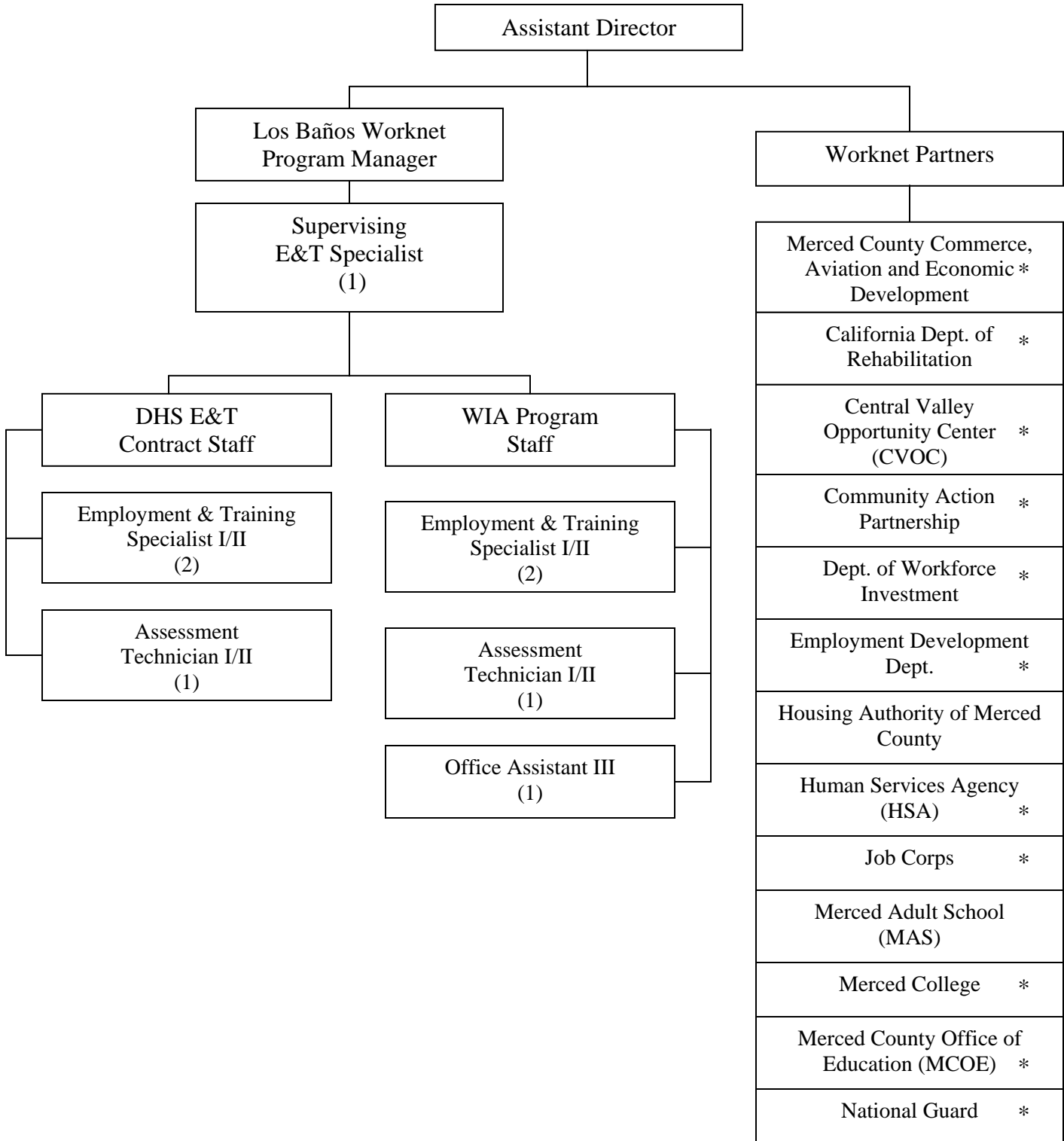
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Glossary

ADA	American with Disabilities
BOS	Board of Supervisors
DOL	Department of Labor
Dept of WI	Department of Workforce Investment
EDD	Employment Development Department
EOO	Equal Opportunity Officer
ERC	Employment Resource Center
ETPL	Eligible Training Provider List
GED	General Education Diploma
IT	Information Technology
JTPA	Job Training Partnership Act
LMI	Local Market Information
MCOE	Merced County Office of Education
MIS	Management Information System
OOR	Occupational Outlook Report
ROP	Regional Occupation Program
SAGE	System of Assessment and Group Evaluation
UI	Unemployment Insurance
WIA	Workforce Investment Act
WIB	Workforce Investment Board
WLT	Worknet Leadership Team
WtW	Welfare-to-Work

Worknet Organizational Chart



* Indicates presence at Worknet location or shared space at a site near Los Baños Worknet.

To: Members of the WIB Recertification Committee

**Request for Certification of the Los Banos
Worknet Employment Resource Center**

Introduction

Opened in 1986, the Los Banos office has grown and improved its programs and services to keep pace with the needs of our customers. Today our official title is the Los Banos Worknet Employment Resource Center (ERC); housing a fully equipped job search resource room, a PLATO Lab to improve basic skills and a PESCO Lab for skills and career assessment. The Los Banos Worknet ERC patterns its activities and procedures in concurrence with the comprehensive Merced Worknet Employment Resource Center.

The Los Banos Worknet Employment Resource Center is requesting that the Workforce Investment Board (WIB) re-certify it as a Certified Affiliate One Stop. The members of the Worknet Leadership Team have made affiliate re-certification one of its goals for period 2008-2011.

To be recommended for re-certification, the Los Banos Worknet ERC must receive a minimum score of 100% for the statutory requirements as listed in the Workforce Investment Act, Section 134(d)(2) of the Act.

Statutory Requirements Documenting Narrative

To be re-certified, the Los Banos Worknet ERC must continue to meet the statutory requirements as listed in the Act Section cited above. The Los Banos Worknet ERC provides all 11 of the core services. This application documents the provision of those services.

1. Determination of whether individuals are eligible to receive assistance.

Eligibility determination is available for Workforce Investment Act (WIA) funded Core B, Intensive and Training Services for Adult and Dislocated Workers. Eligibility determination for other program services is also available at the Los Banos Worknet ERC for partnerships and contracts. The following are examples, but not a complete listing: Merced Office of Education (MCOE), Out of School Youth services; Central Valley Opportunity Center (CVOC), Migrant and Seasonal Farm worker Programs; Department of Commerce Aviation and Economic Development for small business start-up, Merced College, GED and basic education services; and Employment Development Department (EDD), Wagner Peysner funded services.

2. Outreach, intake and orientation to information and other services available.

Outreach efforts to customers all over Merced County include brochures, newspaper ads, job fairs (both general and employer-specific), radio announcements, flyers and posters to announce events and services available at all the Worknet ERC locations. Additionally, the Los Banos office connects with community service organizations, for example Headstart and the Community Resource Council, to make presentations about all services which can be obtained at the one stops.

Intake information is gathered from customers utilizing Worknet ERC Services. Tracking of customer use of Worknet ERC services has been enhanced through the development of a swipe card system. The cards are imprinted with basic identification information and each customer after “swiping” in their identification card, selects on the screen each service they will be using.

Intake information is gathered initially from a Worknet Application form completed by the customer. The swipe card continues to add the customer’s uses of the Worknet ERC services. Information such as customer activity, types of services used, customer satisfaction and outcomes are tracked.

Orientations to the Worknet System are held on Wednesdays at 10:30 a.m. These orientations include an overview of services, especially how to receive job referrals and obtain services as part of the job seeker pool.

First time customer orientation to Worknet ERC services and facility tours are provided on an individual basis in the computer lab.

3. Initial assessment of skill levels, aptitudes, abilities and support service needs.

A staff person performs an initial assessment of the customer's skill levels, aptitudes, abilities and support services required. Determinations are made on the following: 1) the reason why the customer is at the Worknet ERC; 2) identifying the services they want; and 3) which partner can best assist them.

Customers may choose self services and direct their own job search, using one of more or the Worknet ERC tools such as the computers, fax, telephone, books, newspapers, or the job boards.

Initial assessment is accomplished by providing the customer with several tools to measure their skill levels, aptitudes, and abilities. These assessment tools are customer friendly, and while not 100% self administered, are successfully completed with the barest of staff assistance.

Examples of these initial assessment tools are:

- SAGE (System of Assessment and Group Evaluation) – A computer assisted method of testing an individual's reading comprehension and math ability as well as their learning aptitudes, temperaments, and general attitudes which can be compared to that which is needed to be successful in a job type
- Career Navigator – A survey assessment which directs an individual to a career area
- Prove It – Job skills proficiency assessment
- PLATO – A computer assisted basic skills adult learning system
- Master Pro – A typing speed and ability test

The Resource Room and community job boards also list resources available in LB and supportive service access and information is provided online in the computer lab as well as through a brochure and flier.

4. Job search, placement assistance and where appropriate, career counseling.

At the Los Banos Worknet ERC, job search assistance is provided through a combination of resources. Job boards hold announcements of open positions from state, local governments, schools, Merit System, and local businesses. Customers may use resource room computers to complete on-line applications and attach their resumes. Internet based job search listings are available and job seekers may use such sites as CalJobs, America's Job Bank, Monster.com and Central Valley Jobs.com. Customers may with staff's assistance, open e-mail accounts to obtain responses from employers. Daily newspapers with local job opportunities are also available.

Special interest boards announce on-going mini workshops on job search topics such as interviewing, resumes, and applications.

The Worknet ERC hosts "mini job fairs" for local employers. Staff and partners have assisted new and established businesses in recruitment for employees. Last year, several new employers used our services in assessing, interviewing and/or training their new staff.

Career counseling for individuals as appropriate is provided by partner and WIA staff in the resource room, or by appointment with WIA Specialist staff. Representatives of EDD provide the official labor exchange job search and placement services, both through workshops and individual counseling.

5. Employment statistics information for local, regional and national labor market areas including job vacancy listings, information on job skills necessary to obtain the jobs described in the clause, and local information relating to local occupations in demand and the earnings and skill requirements for such occupations.

Labor market Information (LMI) is available to job seekers and employers in many ways. Access to local, regional and national labor market information is provided through the Worknet Resource Room computer lab as well as at the local EDD Office through their computer bank. The information is available through the internet and accessible through the EDD, Workforce Investment Board (WIB), Worknet and Department of Workforce Investment (WI) websites. Websites provide links to local, regional and national labor market areas. Information on job skills necessary to obtain an occupation is available through the local Occupational Outlook Report (OOR), which is on-line and in printed form. The OOR includes information on occupations in demand, earnings, skill requirements, education, experience, and benefits for such occupations. Each of the Workforce Investment Areas in California also provides similar labor market information through the OORs accessible on the EDD website. A link to another LMI resource is to America's Career Infonet that provides nationwide labor market information. America's Job Bank also provides nation-wide job listings. The Resource Room is always staffed to provide customers with information on how to find and use LMI resources.

6. Provision of performance information and program cost information on eligible providers of training services.

Customers utilize computers in the Resource Room to access the Eligible Training Providers List (ETPL) on the EDD website (edd.ca.gov) or the Worknet Website. Customers may search by provider, training or location. Information on program cost is also available on the website. Customers may use Worknet ERC phones and computers to contact schools to obtain any information they need but cannot find through the website. The Resource Room staff also keep information given to us by the schools which includes brochures, fliers and financial and performance reports. This information is available for our customers to assist them in making training choices.

The Worknet ERC web page also has a list of the Eligible Training Providers specific to Merced County.

7. Provision of information regarding how the local area is performing on the local performance measures.

Information on the Merced County Workforce Investment Area's performance in relation to local performance measures is available on the Department of Workforce Investment's website

(<http://mc-info/wiws/partreports/index.html>). Utilizing computers at any of the Worknet ERC's resource rooms, customers may access performance information and staff is available for those who need assistance.

8. Provision of accurate information relating to the availability of supportive services including childcare and transportation available in the local area.

The Family Resource Council provides a Community Resource Directory that is up-dated annually and is available online. The Resource Directory is used to provide information about county-wide community support services. These include food, general assistance, health services, homeless resources, childcare resources and referral services, transportation, human services and veteran's services. The LB Worknet ERC staff provide information and facilitate referrals for supportive services. A local brochure that summarizes the services available and most used is given out to any customers as well as included in the Worknet Orientation Packet.

The local Childcare Resource and Referral Agency provides brochures and fliers with information on programs they operate. There are also brochures that have bus routes and rates for the Merced County Regional Transit System. These and other resources are posted on the customer information bulletin boards.

9. Information regarding filing claims for unemployment compensation.

Unemployment Insurance (UI) Claim filing can be accomplished by utilizing the phones in the LB Worknet ERC Resource Room or on-line using the Resource Room computers. Staff is aware of the procedure for filing UI Claims. Brochures are available with the phone number and website.

10. Assistance in establishing eligibility for welfare-to-work and programs of financial aid assistance for training and education programs.

WIA Welfare-to-work funded programs no longer exist. Referrals are made by staff at the LB Worknet ERC for all types of financial aid, scholarship and grant programs for vocational or educational schools. Staff asks that customers who are seeking training to investigate as many sources of grants as are available through the vocational schools. For customers who have no other resources for general living expenses, a referral is made to the local Human Services Agency.

11. Follow-up services, including counseling regarding the workplace, for participants in the workforce investment activities who are placed in unsubsidized employment for not less than 12 months (defined as applying to WIA only).

The Department of Workforce Investment has a follow-up unit that case manages an individual from the point of entering employment through the exit process. The WIA funded follow-up function provides counseling to assist customers in retaining employment, as well as referrals to partner and community services.

TO: Executive Committee

DATE: 07/07/08

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Exceptions to Individual Training Account (ITA) Policy

PROPOSED MOTION(S): Approve changes to Exceptions to ITA Policy.

DISCUSSION: On December 3, 2007, the Executive Committee approved a revised Individual Training Account Policy. In order to provide customer choice in the selection of training providers, the Individual Training Account (ITA) system was established. Through this system, eligible Workforce Investment Act (WIA) participants are able to select their choice of training. The Merced County Workforce Investment Board (WIB), through the One-Stop Operator, the Merced County Department of Workforce Investment, shall make available classroom training in occupations that are directly connected to occupations in demand, as established by the WIB. Occupational classroom training will be provided through training vendors who are evaluated, approved and placed on the state Eligible Training Provider List.

The WIA provides for exceptions to the use of ITAs under certain limited circumstances. The Basic Police Academy Training by Modesto Junior College was listed as a local exception. The Department of Workforce Investment received an e-mail on March 14, 2007, stating that effective June 21, 2007, Modesto Junior College will no longer sponsor the Basic Police Academy. As a matter of annual policy review we need to remove this exception from the policy.

ATTACHMENT(S):

Exceptions to Individual Training Account (ITA) Policy



**DEPARTMENT OF
WORKFORCE INVESTMENT**

**Policy/Procedure
For**

Exceptions to Individual Training Accounts

Andrea T. Baker
Director

1880 W. Wardrobe Avenue
Merced, CA 95340-6407
(209) 724-2000
(209) 725-3592 Fax
www.co.merced.ca.us/wi

Equal Opportunity Employer

Policy: The Workforce Investment Act provides for exceptions to the use of ITAs under certain limited circumstances:

1. When the services provided are on-the-job training (OJT) or customized training.
2. When the Local Board determines that there are an insufficient number of eligible providers in the local area to accomplish the purpose of a system of ITAs. The Local Plan must describe the process to be used in selecting the providers under a contract for services. This process must include a public comment period for interested providers of at least 30 days. The local exceptions are:
 - The RN and LVN Program with Merced College

When the Local Board determines that there is a training service program of demonstrated effectiveness, offered in the area, by a community-based organization to service special participant populations that face multiple barriers to employment, the Local Board must develop criteria to be used in determining demonstrated effectiveness, particularly as it applies to the special participant population to be served.

Responsible Official: Special Projects Staff

Revised Date: June 13, 2008

Reviewed Date: June 13, 2008

TO: Executive Committee

DATE: 07/07/08

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Workforce Investment Board (WIB) Retreat

PROPOSED MOTION(S): For discussion only.

DISCUSSION: It has been 24 months since the WIB had its last retreat. It is time to review what the WIB has accomplished and what the WIB wants to accomplish in the near future.

Following is a list of past WIB retreat activities and potential activities for the next retreat:

- **Evaluating committee structure**
- **Reviewing and updating WIB strategic goals**
- **Evaluate the WIB's role with Economic Development**
- **Review of industry clusters**
- **Research projects**
- **State of the workforce report update**
- **New legislation/initiatives affecting the workforce climate**

Other topics of discussion may include:

- **Facilitator**
- **Location to hold the retreat**
- **Time frame**

ATTACHMENT (S): N/A

TO: Executive Committee

DATE: 07/07/08

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Review Workforce Investment Board (WIB) Strategic Scorecard Categories

PROPOSED MOTION(S): Review and discuss applicable Measure/Indicators from the WIB Strategic Scorecard. and provide direction to staff to align Strategic Scorecard with new WIB Goals.

DISCUSSION: The WIB Strategic Scorecard is to be used to manage the attainment of the WIB's efforts. The Scorecard is divided into four Measurement Categories:

A) Customer Perspective, B) Internal Operations/Organizational Effectiveness, C) Financial/Market Perspective, and D) Learning & Innovation.

The areas that require discussion/review:

Customer Perspective

- 1. Business Customer Satisfaction – Information provided in January 2008 from Business Focus Groups. Regional work in the manufacturing industry is currently being carried out. Information from the Employer Focus Groups presented in January 08 is being used in the drafting of an ordinance that will include increased assessments of current and potential employees, and provide space for employer to continue their expansion and retention efforts is complete.**
- 2. Job Seeker Customer Satisfaction – *See Attached Customer Service & Satisfaction Report May 08.***

Internal Operations/Organizational Effectiveness

- 1.c. Resources Allocated Appropriately – Selected Industry Cluster was supported by applying incentive funding for the RN Program.**

Financial/Market Perspective

- 1. *See Attached Financial Report***

**ATTACHMENT(S):
Strategic Scorecard**

TO: Executive Committee

DATE: 07/07/08

FROM: WIB Staff

For Action

For Information

For Discussion


SUBJECT: Political Issues of Importance

PROPOSED MOTION(S): For Information Only

DISCUSSION: On June 23, 2008, a webinar entitled “The Future of WIA Funding 2008” was provided by Mr. David Bradley from the National Workforce Association. One of the topics Mr. Bradley covered included the “Issues of Importance” amongst voters.

Currently, Job Creation and Economic Growth is the number one issue amongst voters (used to rank 4th). Mr. Bradley cited the shrinking middle class and massive layoffs, primarily in Ohio, Mississippi and Pennsylvania, as the reasons for the nationwide shift in importance. Additionally, an overview of how the presidential candidates view Workforce issues was presented along with strategies by the House and Senate for FY 09 to restore cuts, protect workforce funding and create champions. A copy of the presentation slides will be available at the meeting.

**ATTACHMENT(S):
Issues of Importance**



Issues of Importance

Job Creation and Economic Growth	27%
The War in Iraq	24%
Energy and the Cost of Gas	18%
Health Care	8%
Terrorism	6%
Illegal Immigration	5%
The Environment and Global Warming	4%
The Mortgage and Housing Situation	1%

Peter Hart June 2008

TO: Executive Committee

DATE: 07/07/08

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: WIA Fiscal Reports

PROPOSED MOTION(S): None. Information Only.

DISCUSSION: Attached is the Fiscal Report for Fiscal Year 2007/08 covering July 1, 2007 through May 31, 2008. This report shows all WIA funds available for Fiscal Year 2007/08, accrued expenditures through May 31, 2008, and obligations as of May 31, 2008.

Also attached are the Contracts Report showing payments made on accounts receivable contracts through June 23, 2008, and an Enterprise Zone Voucher Report for this fiscal year through June 30, 2008.

Staff will be present at the meeting to answer questions.

ATTACHMENT(S):

FY 2007/08 WIA Fiscal Report

Contracts Report

Enterprise Zone Report

**MERCED COUNTY DEPARTMENT OF WORKFORCE INVESTMENT
WIA CONTRACTS**

Contract/Vendor Name	Contract Number	Total Contract Amt	Start Date	End Date	Contract Balance	Budget 2007/08 Only	* Expenditures To-Date	** Inv's Rec'd Not Yet Pd	*** Inv Through	**** % Billed	Comments
Merced Adult School, PLATO Lab (ERC)	2007095	\$ 26,060	07/01/07	06/30/08	\$ 10,925.25	\$ 26,060.00	\$ 13,512.52	\$ 1,622.23	May '08	58%	
Merced College-LB Campus PLATO Lab	2007105	\$ 66,584	07/01/07	06/30/08	\$ 17,609.38	\$ 66,584.00	\$ 48,974.62		May '08	74%	
Merced College-Thrive & Survive	10850	\$ 3,649	08/01/07	06/30/08	\$ 1,459.18	\$ 3,649.00	\$ 2,189.82		Apr '08	60%	
Merced County Office of Education-ISY	2007158	\$ 735,186	07/01/07	06/30/08	\$ 306,899.44	\$ 735,186.00	\$ 403,915.26	\$ 24,371.30	May '08	58%	Pending corrections/adj
Merced County Office of Education-OSY	2007159	\$ 487,586	07/01/07	06/30/08	\$ 75,421.06	\$ 487,586.00	\$ 379,930.11	\$ 32,234.83	May '08	85%	Pending corrections/adj
Merced County Office of Education-HC	2007053	\$ 55,000	12/01/06	12/31/07	\$ -		\$ 55,000.00		Mar '08	100%	
Madera Co. Workforce Development (CB)	2007108	\$ 139,083	01/01/07	12/31/09	\$ 95,505.91		\$ 43,577.09		May '08	31%	
Merced College-LVN (CB)	2007120	\$ 325,594	01/01/07	12/31/09	\$ 185,868.32		\$ 139,725.68		May '08	43%	
Stanislaus County (CB)	2007121	\$ 208,168	01/01/07	12/31/09	\$ 149,602.49		\$ 4,039.81	\$ 54,525.70	May '08	28%	Pending receipt of original inv & b/u
State Center Community College District (CB)	2007104	\$ 362,032	01/01/07	12/31/09	\$ 228,038.57		\$ 91,790.81	\$ 42,202.62	May '08	37%	Pending corrections/adj & receipt of original inv & b/u
SCCCD-Fresno City College-Mfg Course	2008071	\$ 62,500	04/02/08	10/31/08	\$ 31,250.00		\$ 31,250.00		May '08	50%	
Yosemite Community College (CB)	2007107	\$ 290,526	01/01/07	12/31/09	\$ 197,646.01		\$ 73,039.98	\$ 19,840.01	May '08	32%	Pending corrections/adj & receipt of original inv & b/u

\$ 2,761,968.00	\$ 1,300,225.61	\$ 1,319,065.00	\$ 1,286,945.70	\$ 174,796.69
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- * Expenditures To-Date include entire contract period.
- ** Inv's Rec'd Not Yet Pd include invoices recently received and invoices requiring corrections/backup.
- *** Invoiced Through shows latest dates of service covered by invoices.
- **** % Billed is of entire contract, not just current year.

Updated 06/25/08

**MERCED COUNTY DEPARTMENT OF WORKFORCE INVESTMENT
FISCAL REPORT FOR FINANCE COMMITTEE
For Fiscal Year 2007/2008
July 1, 2007 - June 30, 2008
Through 05/31/08**

Target 91.67%

AVAILABLE FUNDS			BUDGET				ACTUAL			OBLIGATIONS			COMMITTED - AVAILABLE			
	Carryover Funds From 06/07	Appropriation FY 07/08	Planned for New Funds Per Estimated Plan Mod 7/1/07 to 6/30/08	Budget for Available Funds	Budget Adjustments	Revised Budget	Accrued Expense	Available	Percent Expended to Date	Total Obligated Funds	Available after Obligations	Percent Spent + Obligated	Total Committed Funds	Available after Committed	Pct Spent + Obligated + Committed	
							FY to Date									
ADULT			Core A \$ 313,771	\$ 364,583	\$ (14,804)	\$ 349,779	\$ 319,772	\$ 30,007	91.42%	\$ 1,127	\$ 28,880	91.74%	\$ 28,880	\$ -	100.00%	
07/08 Allocation		\$ 1,470,295	Core B \$ 433,231	\$ 503,389	\$ (20,442)	\$ 482,947	\$ 464,711	\$ 18,236	96.22%	\$ 1,662	\$ 16,574	96.57%	\$ 16,574	\$ -	100.00%	
			Intensive \$ 117,021	\$ 135,972	\$ (5,520)	\$ 130,451	\$ 104,878	\$ 25,573	80.40%	\$ 513	\$ 25,060	80.79%	\$ 25,060	\$ -	100.00%	
PY Cash Balances 6/30/07	\$ 273,513		Training \$ 459,243	\$ 533,613	\$ (14,602)	\$ 519,011	\$ 244,697	\$ 274,314	47.15%	\$ 39,400	\$ 234,914	54.74%	\$ 234,914	\$ -	100.00%	
	\$ 273,513	\$ 1,470,295	Total	\$ 1,323,266	\$ 1,537,557	\$ (55,369)	\$ 1,482,188	\$ 1,134,058	\$ 348,131	76.51%	\$ 42,703	\$ 305,428	79.39%	\$ 305,428	\$ -	100.00%
DISPLACED WORKER			Core A \$ 351,873	\$ 424,327	\$ (66,298)	\$ 358,029	\$ 260,207	\$ 97,822	72.68%	\$ 858	\$ 96,964	72.92%	\$ 96,964	\$ -	100.00%	
07/08 Allocation		\$ 1,099,664	Core B \$ 318,255	\$ 383,787	\$ 39,399	\$ 423,186	\$ 418,227	\$ 4,959	98.83%	\$ 1,494	\$ 3,465	99.18%	\$ 3,465	\$ -	100.00%	
			Intensive \$ 96,107	\$ 115,896	\$ (4,213)	\$ 111,683	\$ 75,470	\$ 36,214	67.57%	\$ 246	\$ 35,968	67.79%	\$ 35,968	\$ -	100.00%	
PY Cash Balances 6/30/07	\$ 241,125		Training \$ 223,463	\$ 269,476	\$ (16,187)	\$ 253,289	\$ 162,353	\$ 90,937	64.10%	\$ 11,261	\$ 79,675	68.54%	\$ 79,675	\$ -	100.00%	
	\$ 241,125	\$ 1,099,664	Total	\$ 989,698	\$ 1,193,487	\$ (47,299)	\$ 916,257	\$ 229,931	79.94%	\$ 13,859	\$ 216,072	81.15%	\$ 216,072	\$ -	100.00%	
YOUTH			In School \$ 858,900	\$ 1,221,125	\$ (26,797)	\$ 1,194,328	\$ 652,997	\$ 541,331	54.67%	\$ 307,326	\$ 234,005	80.41%	\$ 234,005	\$ -	100.00%	
07/08 Allocation		\$ 1,590,556	Out of School \$ 572,601	\$ 814,084	\$ (40,195)	\$ 773,889	\$ 611,150	\$ 162,739	78.97%	\$ 76,008	\$ 86,731	88.79%	\$ 86,731	\$ -	100.00%	
PY Cash Balances 6/30/07	\$ 737,863		Total	\$ 1,431,501	\$ 2,035,209	\$ (66,992)	\$ 1,264,147	\$ 704,070	64.23%	\$ 383,334	\$ 320,736	83.70%	\$ 320,736	\$ -	100.00%	
	\$ 737,863	\$ 1,590,556	Total Admin	\$ 416,050	\$ 646,762	\$ (7,419)	\$ 639,343	\$ 386,112	\$ 253,231	60.39%	\$ 983	\$ 252,249	60.55%	\$ 76,387	\$ 175,862	72.49%
All Formula Grants	\$ 1,252,501	\$ 4,160,515	Total	\$ 4,160,515	\$ 5,413,016	\$ (177,079)	\$ 3,700,574	\$ 1,535,363	70.68%	\$ 440,878	\$ 1,094,485	79.10%	\$ 918,623	\$ 175,862	96.64%	
RAPID RESPONSE/15%/25%			Rapid Resp. \$ 208,630	\$ 203,523		\$ 203,523	\$ 196,612	\$ 6,912	96.60%	\$ 1,057	\$ 5,855	97.12%	\$ 5,855	\$ -	100.00%	
Formula Rapid Response (541)	\$ (5,107)	\$ 208,630	CalGRIP \$ 400,000	\$ 400,000		\$ 400,000	\$ 8,166	\$ 391,834	2.04%	\$ 81	\$ 391,753	2.06%	\$ 31,753	\$ 360,000	10.00%	
CalGRIP*		\$ 400,000	CVOC \$ -	\$ 30,578		\$ 30,578	\$ 30,578	\$ -	100.00%	\$ -	\$ -	100.00%	\$ -	\$ -	100.00%	
CVOC/DWI Joint Project (537)	\$ 30,578		HCoY \$ -	\$ 55,000		\$ 55,000	\$ 55,000	\$ -	100.00%	\$ -	\$ -	100.00%	\$ -	\$ -	100.00%	
High Concentration of Youth (648)	\$ 55,000		Total	\$ 208,630	\$ 689,101	\$ -	\$ 290,356	\$ 398,746	42.14%	\$ 1,137	\$ 397,609	42.30%	\$ 37,608	\$ 360,000	47.76%	
	\$ 80,471	\$ 608,630														
INCENTIVE AWARDS			Incentive \$ -	\$ 22,656	\$ (22,656)	\$ 20,950	\$ 20,314	\$ 636	96.96%	\$ -	\$ 636	96.96%	\$ -	\$ 636	96.96%	
07/08 Award (Amount TBD)					\$ 1,706	\$ 1,706	\$ 1,706	\$ -	100.00%	\$ -	\$ -	100.00%	\$ -	\$ -	100.00%	
PY Cash Balances 6/30/07	\$ 22,656		Total	\$ -	\$ 22,656	\$ -	\$ 22,020	\$ 636	97.19%	\$ -	\$ 636	97.19%	\$ -	\$ -	100.00%	
	\$ 22,656	\$ -														
OTHER (DoL, Contract, etc.)			LVN Project \$ -	\$ 1,850,443		\$ 1,850,443	\$ 540,628	\$ 1,309,815	29.22%	\$ 927,228	\$ 382,587	79.32%	\$ 382,587	\$ -	100.00%	
Federal LVN Grant*	\$ 1,850,443		San Joaquin \$ -	\$ 90,000		\$ 90,000	\$ 36,931	\$ 53,069	41.03%	\$ 41,705	\$ 11,364	87.37%	\$ 11,364	\$ -	100.00%	
San Joaquin Manufacturing Contract*	\$ 90,000		Madera \$ -	\$ 88,163		\$ 88,163	\$ 88,163	\$ 0	100.00%	\$ -	\$ -	100.00%	\$ -	\$ -	100.00%	
Madera Dislocated Worker Contract**	\$ 88,163			\$ 99,137		\$ 99,137	\$ 52,039	\$ 47,098	52.49%	\$ 74	\$ 47,024	52.57%	\$ 47,024	\$ -	100.00%	
CCWC (WorkKeys) Contract*		\$ 99,137		\$ 10,000		\$ 10,000	\$ 7,221	\$ 2,779	72.21%	\$ 32	\$ 2,748	72.52%	\$ 2,748	\$ -	100.00%	
MC Career Advancement Academy		\$ 10,000	Total	\$ 109,137	\$ 2,137,743	\$ -	\$ 724,982	\$ 1,412,761	33.91%	\$ 969,039	\$ 443,722	79.24%	\$ 443,723	\$ -	100.00%	
	\$ 2,028,606	\$ 109,137														

* Amounts represent entire multi-year award amounts, which are immediately available. **Reflects contract amendment of February 27, 2008 reducing total contract amount.

BUDGET: Includes all funds available for fiscal year based on Plan to be submitted to EDD on request, revised in accordance with latest appropriations information received from Chief, Workforce Services Division, as required. Formula Administrative Funds lose their identity upon appropriation. R760332 Mod 7 adds \$4,844 to FY 06/07 Carryover Funds (not to be used for Administrative Costs.) Budget Adjustments include Federally Mandated Rescissions of April 2008.

OBLIGATIONS: Includes funds obligated in contracts and ITA's. Youth Obligations include reduction amendments due to rescission. Does NOT include funds committed for operations, or CalGRIP contracts currently being negotiated.

COMMITTED: Includes projected staff personnel and overhead costs

AVAILABLE: Balance after expenditures and obligations

In-School Youth 51.66%
Out-of-School Youth 48.34%

Enterprise Zone Deposits from 07/01/07 to 06/30/08.

Company Consultant	Received Date	DWI Fee	State Fee	Total
E & J Gallo Winery				
Romo & Associates	12/14/2007	\$1,120.00	\$280.00	\$1,400.00
Costco Wholesale Corp.				
First Advantage	12/14/2007	\$280.00	\$70.00	\$350.00
In-N-Out Burger				
First Advantage	12/14/2007	\$40.00	\$10.00	\$50.00
Save Mart Supermarkets dba Yosemite Wholesale				
First Advantage	12/14/2007	\$320.00	\$80.00	\$400.00
Home Depot				
First Advantage	12/14/2007	\$160.00	\$40.00	\$200.00
Courtesy Auto Center				
California Enterprise Zone Tax Savings Group LLC	12/19/2007	\$40.00	\$10.00	\$50.00
Guardco Security Services	12/20/2007	\$360.00	\$90.00	\$450.00
West-Mark				
None	12/21/2007	\$200.00	\$50.00	\$250.00
JSA Restaurant Inc dba McDonald's #4235				
California Enterprise Zone Tax Savings Group LLC	12/26/2007	\$40.00	\$10.00	\$50.00
O'Keeffe's, Inc.				
California Enterprise Zone Tax Savings Group LLC	12/26/2007	\$40.00	\$10.00	\$50.00
Bank of America				
Ernst & Young LLP	12/14/2007	\$120.00	\$30.00	\$150.00
DiCarlo, Gregory P., MD				
Essential Business Services, Inc	12/10/2007	\$40.00	\$10.00	\$50.00
Mclane Company, Inc #GR500100				
TALX Corporation	12/28/2007	\$40.00	\$10.00	\$50.00
Fineline Industries, Inc.	12/28/2007	\$440.00	\$110.00	\$550.00
JSA Restaurant Inc dba McDonald's #4235				
California Enterprise Zone Tax Savings Group LLC	12/31/2007	\$40.00	\$10.00	\$50.00
Tim Razzari Nissan				
None	12/31/2007	\$40.00	\$10.00	\$50.00
Tim Razzari Dodge	12/31/2007	\$120.00	\$30.00	\$150.00
Tim Razzari Ford	12/31/2007	\$160.00	\$40.00	\$200.00
O'Keeffe's, Inc.				
California Enterprise Zone Tax Savings Group LLC	1/3/2008	\$40.00	\$10.00	\$50.00
Merced VW Kia Daewoo	1/3/2008	\$120.00	\$30.00	\$150.00
Starbuck's Coffee Inc #5919				
First Advantage	1/7/2008	\$40.00	\$10.00	\$50.00
Costco Wholesale Corp.				
First Advantage	1/7/2008	\$40.00	\$10.00	\$50.00
Anthony Abbate dba McDonald's #10150				
California Enterprise Zone Tax Savings Group LLC	1/8/2008	\$40.00	\$10.00	\$50.00
Central Valley Concrete				
None	1/4/2008	\$920.00	\$230.00	\$1,150.00
Anthony Abbate dba McDonald's #10150				
California Enterprise Zone Tax Savings Group LLC	1/9/2008	\$40.00	\$10.00	\$50.00
Tim Razzari Nissan				
None	1/9/2008	\$160.00	\$40.00	\$200.00

Enterprise Zone Deposits from 07/01/07 to 06/30/08.

Company Consultant	Received Date	DWI Fee	State Fee	Total
Tim Razzari Dodge <i>None</i>	1/9/2008	\$240.00	\$60.00	\$300.00
Tim Razzari Ford <i>None</i>	1/9/2008	\$200.00	\$50.00	\$250.00
Anthony Abbate dba McDonald's #10150 <i>California Enterprise Zone Tax Savings Group LLC</i>	1/10/2008	\$40.00	\$10.00	\$50.00
Seivert, Tyler, Teranishi and Associates <i>None</i>	1/11/2008	\$40.00	\$10.00	\$50.00
Anthony Abbate dba McDonald's #10150 <i>California Enterprise Zone Tax Savings Group LLC</i>	1/12/2008	\$40.00	\$10.00	\$50.00
Ingomar Packing Co. <i>Ingomar Packing Co.</i>	1/8/2008 1/3/2008	\$80.00 \$280.00	\$20.00 \$70.00	\$100.00 \$350.00
JSA Restaurant Inc dba McDonald's #4235 <i>California Enterprise Zone Tax Savings Group LLC</i>	1/14/2008	\$40.00	\$10.00	\$50.00
O'Keeffe's, Inc. <i>California Enterprise Zone Tax Savings Group LLC</i>	1/14/2008	\$40.00	\$10.00	\$50.00
MB Sports <i>None</i>	1/16/2008	\$80.00	\$20.00	\$100.00
Tim Razzari Nissan <i>None</i>	1/16/2008	\$60.00	\$10.00	\$70.00
Tim Razzari Ford <i>None</i>	1/16/2008	\$420.00	\$70.00	\$490.00
O'Keeffe's, Inc. <i>California Enterprise Zone Tax Savings Group LLC</i>	1/17/2008	\$120.00	\$20.00	\$140.00
Bertellis Inc. <i>None</i>	1/18/2008	\$60.00	\$10.00	\$70.00
McAuley Motors, Inc. <i>Cassabon & Associates, LLP</i>	1/22/2008	\$60.00	\$10.00	\$70.00
Tim Razzari Dodge <i>None</i>	1/22/2008	\$120.00	\$20.00	\$140.00
Courtesy Auto Center <i>California Enterprise Zone Tax Savings Group LLC</i>	1/22/2008	\$120.00	\$20.00	\$140.00
O'Keeffe's, Inc. <i>California Enterprise Zone Tax Savings Group LLC</i>	1/23/2008	\$60.00	\$10.00	\$70.00
Tim Razzari Nissan <i>None</i>	1/24/2008	\$60.00	\$10.00	\$70.00
Tim Razzari Dodge <i>None</i>	1/24/2008	\$60.00	\$10.00	\$70.00
Tim Razzari Ford <i>None</i>	1/24/2008	\$360.00	\$60.00	\$420.00
Courtesy Auto Center <i>California Enterprise Zone Tax Savings Group LLC</i>	1/28/2008	\$60.00	\$10.00	\$70.00
Laird MFG, LLC <i>None</i>	1/24/2008	\$240.00	\$40.00	\$280.00
Costco Wholesale Corp. <i>First Advantage</i>	1/31/2008	\$180.00	\$30.00	\$210.00
Richwood Meat Company Inc				

Enterprise Zone Deposits from 07/01/07 to 06/30/08.

Company Consultant	Received Date	DWI Fee	State Fee	Total
None	2/4/2008	\$1,260.00	\$210.00	\$1,470.00
Courtesy Auto Center				
California Enterprise Zone Tax Savings Group LLC	2/5/2008	\$60.00	\$10.00	\$70.00
Wal*Mart WL-2039				
ADP Tax Credit Services	2/6/2008	\$1,200.00	\$200.00	\$1,400.00
FP Stores, Inc. 640				
ADP Tax Credit Services	2/6/2008	\$120.00	\$20.00	\$140.00
Lowe's Home Improvement Warehouse # 1672				
ADP Tax Credit Services	2/6/2008	\$360.00	\$60.00	\$420.00
Check and Go				
ADP Tax Credit Services	2/6/2008	\$120.00	\$20.00	\$140.00
QC Holdings Companies 0676				
ADP Tax Credit Services	2/6/2008	\$240.00	\$40.00	\$280.00
Foster Poultry Farms NC-033				
ADP Tax Credit Services	2/6/2008	\$240.00	\$40.00	\$280.00
QC Holding Companies 0683				
ADP Tax Credit Services	2/6/2008	\$60.00	\$10.00	\$70.00
Mclane Company, Inc #GR500100				
TALX Corporation	2/13/2008	\$480.00	\$80.00	\$560.00
Merced Heart Associates (142)	2/13/2008	\$60.00	\$10.00	\$70.00
Payless Shoe #01468				
M.A.R.S. Stout	2/5/2008	\$60.00	\$10.00	\$70.00
Courtesy Auto Center				
California Enterprise Zone Tax Savings Group LLC	2/13/2008	\$60.00	\$10.00	\$70.00
Courtesy Auto Center				
California Enterprise Zone Tax Savings Group LLC	2/15/2008	\$60.00	\$10.00	\$70.00
Miller, Martin P., MD	2/19/2008	\$60.00	\$10.00	\$70.00
Label Technology Inc	2/15/2008	\$240.00	\$40.00	\$280.00
O'Keeffe's, Inc.				
California Enterprise Zone Tax Savings Group LLC	2/20/2008	\$60.00	\$10.00	\$70.00
Malibu West, LLC	2/20/2008	\$1,020.00	\$170.00	\$1,190.00
N & S Tractor Company				
None	2/25/2008	\$660.00	\$110.00	\$770.00
N & S Tractor Dos Palos				
None	2/25/2008	\$420.00	\$70.00	\$490.00
Courtesy Auto Center				
California Enterprise Zone Tax Savings Group LLC	2/29/2008	\$60.00	\$10.00	\$70.00
Anthony Abbate dba McDonald's #10150				
California Enterprise Zone Tax Savings Group LLC	3/3/2008	\$60.00	\$10.00	\$70.00
Dole Packaged Frozen Foods Inc				
KPMG LLP	3/3/2008	\$300.00	\$50.00	\$350.00
Anthony Abbate dba McDonald's #10150				
California Enterprise Zone Tax Savings Group LLC	3/5/2008	\$60.00	\$10.00	\$70.00
Paul Lyell dba Merced Chiropractic	3/5/2008	\$60.00	\$10.00	\$70.00
Pizza Villa, Inc				
Moss Adams, LLP	3/7/2008	\$120.00	\$20.00	\$140.00
Bertellis Inc.	3/12/2008	\$60.00	\$10.00	\$70.00

Enterprise Zone Deposits from 07/01/07 to 06/30/08.

Company Consultant	Received Date	DWI Fee	State Fee	Total
Walgreens #3330 <i>Maximus</i>	3/12/2008	\$60.00	\$10.00	\$70.00
JSA Restaurant Inc dba McDonald's #4235 <i>California Enterprise Zone Tax Savings Group LLC</i>	3/13/2008	\$60.00	\$10.00	\$70.00
Bertellis Inc. <i>California Enterprise Zone Tax Savings Group LLC</i>	3/13/2008	\$120.00	\$20.00	\$140.00
Certified Laboratories of Northern California O'Keeffe's, Inc. <i>California Enterprise Zone Tax Savings Group LLC</i>	3/17/2008	\$120.00	\$20.00	\$140.00
JSA Restaurant Inc dba McDonald's #4235 <i>California Enterprise Zone Tax Savings Group LLC</i>	3/18/2008	\$60.00	\$10.00	\$70.00
Dedicated Management Group LLC OMCL04 <i>ADP Tax Credit Services</i>	3/19/2008	\$720.00	\$120.00	\$840.00
Tim Razzari Ford	3/24/2008	\$300.00	\$50.00	\$350.00
Tim Razzari Dodge	3/24/2008	\$180.00	\$30.00	\$210.00
Tim Razzari Nissan Courtesy Auto Center <i>California Enterprise Zone Tax Savings Group LLC</i>	3/24/2008	\$120.00	\$20.00	\$140.00
Anthony Abbate dba McDonald's #10150 <i>California Enterprise Zone Tax Savings Group LLC</i>	3/28/2008	\$120.00	\$20.00	\$140.00
Tim Razzari Ford Cal-Prime Mortgage of Merced, Inc West-Mark	4/1/2008	\$60.00	\$10.00	\$70.00
Anthony Abbate dba McDonald's #10150 <i>California Enterprise Zone Tax Savings Group LLC</i>	4/1/2008	\$120.00	\$20.00	\$140.00
Wal*Mart WL-2039 <i>ADP Tax Credit Services</i>	4/2/2008	\$420.00	\$70.00	\$490.00
Country Villa La Sierra Care Center <i>C & I Tax Consultants</i>	4/3/2008	\$240.00	\$40.00	\$280.00
Country Villa Merced Nursing & Rehab Center <i>C & I Tax Consultants</i>	4/7/2008	\$60.00	\$10.00	\$70.00
Country Villa Merced Behavioral Center <i>C & I Tax Consultants</i>	4/8/2008	\$60.00	\$10.00	\$70.00
Country Villa Merced Behavioral Center <i>C & I Tax Consultants</i>	4/9/2008	\$1,080.00	\$180.00	\$1,260.00
JSA Restaurant Inc dba McDonald's #4235 <i>California Enterprise Zone Tax Savings Group LLC</i>	4/10/2008	\$1,260.00	\$210.00	\$1,470.00
Pick N Pull <i>Daniels Consulting</i>	4/10/2008	\$1,500.00	\$250.00	\$1,750.00
O'Keeffe's, Inc. <i>California Enterprise Zone Tax Savings Group LLC</i>	4/15/2008	\$60.00	\$10.00	\$70.00
Foster Poultry Farms <i>California Credits Group, LLC</i>	4/16/2008	\$60.00	\$10.00	\$70.00
Anthony Abbate dba McDonald's #10150 <i>California Enterprise Zone Tax Savings Group LLC</i>	4/16/2008	\$60.00	\$10.00	\$70.00
Courtesy Auto Center <i>California Enterprise Zone Tax Savings Group LLC</i>	4/17/2008	\$840.00	\$140.00	\$980.00
Save Mart Supermarkets dba Yosemite Wholesale <i>First Advantage</i>	4/22/2008	\$60.00	\$10.00	\$70.00
Home Depot (LB)	4/22/2008	\$60.00	\$10.00	\$70.00

Enterprise Zone Deposits from 07/01/07 to 06/30/08.

Company Consultant	Received Date	DWI Fee	State Fee	Total
<i>First Advantage</i> O'Keeffe's, Inc.	4/22/2008	\$1,620.00	\$270.00	\$1,890.00
<i>California Enterprise Zone Tax Savings Group LLC</i> JSA Restaurant Inc dba McDonald's #4235	4/24/2008	\$60.00	\$10.00	\$70.00
<i>California Enterprise Zone Tax Savings Group LLC</i> Tim Razzari Dodge	4/25/2008	\$60.00	\$10.00	\$70.00
Tim Razzari Ford	4/28/2008	\$60.00	\$10.00	\$70.00
Tim Razzari Nissan	4/28/2008	\$60.00	\$10.00	\$70.00
Courtesy Auto Center				
<i>California Enterprise Zone Tax Savings Group LLC</i> Anthony Abbate dba McDonald's #1313	4/29/2008	\$60.00	\$10.00	\$70.00
<i>California Enterprise Zone Tax Savings Group LLC</i> Anthony Abbate dba McDonald's Corporate Office	4/30/2008	\$60.00	\$10.00	\$70.00
<i>California Enterprise Zone Tax Savings Group LLC</i> Wal*Mart WL-2039	4/30/2008	\$60.00	\$10.00	\$70.00
<i>ADP Tax Credit Services</i> E & J Gallo Winery	5/1/2008	\$120.00	\$20.00	\$140.00
<i>Romo & Associates</i> Harman-Jay & Stacey, Inc.	5/2/2008	\$360.00	\$60.00	\$420.00
<i>Romo & Associates</i> Foster Poultry Farms	5/2/2008	\$1,080.00	\$180.00	\$1,260.00
<i>California Enterprise Zone Tax Savings Group LLC</i> Mclane Company, Inc #GR500100	5/5/2008	\$2,820.00	\$470.00	\$3,290.00
<i>TALX Corporation</i> Country Villa La Sierra Care Center	5/6/2008	\$120.00	\$20.00	\$140.00
<i>C & I Tax Consultants</i> Ross Dress for Less	5/6/2008	\$120.00	\$20.00	\$140.00
<i>Ernst & Young LLP, Sacramento Office</i> Ross Dress for Less	5/8/2008	\$240.00	\$40.00	\$280.00
<i>Ernst & Young LLP, Sacramento Office</i> Walgreen's (LB)	5/7/2008	\$180.00	\$30.00	\$210.00
<i>Maximus</i> Ross Dress for Less	5/9/2008	\$60.00	\$10.00	\$70.00
<i>Ernst & Young LLP, Sacramento Office</i> Big Creek Lumber	5/10/2008	\$180.00	\$30.00	\$210.00
Courtesy Auto Center	5/16/2008	\$540.00	\$90.00	\$630.00
<i>California Enterprise Zone Tax Savings Group LLC</i> In-N-Out Burger	5/19/2008	\$60.00	\$10.00	\$70.00
<i>First Advantage</i> Mclane Company, Inc #GR500100	5/22/2008	\$60.00	\$10.00	\$70.00
<i>TALX Corporation</i> Merced VW Kia Daewoo	5/22/2008	\$300.00	\$50.00	\$350.00
Hoffman Security	5/27/2008	\$60.00	\$10.00	\$70.00
Merced Ambulatory Edoscopy Center	5/27/2008	\$60.00	\$10.00	\$70.00
Tangela, Vijaya, M.D., Inc.	5/27/2008	\$60.00	\$10.00	\$70.00
O'Keeffe's, Inc.				
<i>California Enterprise Zone Tax Savings Group LLC</i>	6/2/2008	\$60.00	\$10.00	\$70.00

Enterprise Zone Deposits from 07/01/07 to 06/30/08.

Company Consultant	Received Date	DWI Fee	State Fee	Total
Sun Garden - Gangi Canning Company <i>Romo & Associates</i>	6/2/2008	\$120.00	\$20.00	\$140.00
Teasdale Quality Foods <i>Romo & Associates</i>	6/2/2008	\$180.00	\$30.00	\$210.00
Save Mart Supermarket(LB) <i>First Advantage</i>	6/6/2008	\$60.00	\$10.00	\$70.00
Costco Wholesale Corp. <i>First Advantage</i>	6/6/2008	\$60.00	\$10.00	\$70.00
Courtesy Auto Center <i>California Enterprise Zone Tax Savings Group LLC</i>	6/10/2008	\$60.00	\$10.00	\$70.00
Safeway #8245 <i>The Tax Credit Company</i>	6/10/2008	\$180.00	\$30.00	\$210.00
Michael's Stores, Inc #9509 <i>TALX Corporation</i>	6/13/2008	\$180.00	\$30.00	\$210.00
FP Stores, Inc. 640 <i>ADP Tax Credit Services</i>	6/19/2008	\$120.00	\$20.00	\$140.00
Tim Razzari Ford <i>None</i>	6/23/2008	\$180.00	\$30.00	\$210.00
Tim Razzari Dodge	6/23/2008	\$240.00	\$40.00	\$280.00
E & J Gallo Winery <i>Romo & Associates Inc</i>	6/25/2008	\$1,800.00	\$300.00	\$2,100.00
O'Keeffe's, Inc. <i>California Enterprise Zone Tax Savings Group LLC</i>	6/26/2008	\$60.00	\$10.00	\$70.00
O'Keeffe's, Inc. <i>California Enterprise Zone Tax Savings Group LLC</i>	6/30/2008	\$60.00	\$10.00	\$70.00
		<u>\$35,480.00</u>	<u>\$6,420.00</u>	<u>\$41,900.00</u>



Worknet Customer Service & Satisfaction Report For All Locations May 2008

Merced County Department of Workforce Investment

Daily Sign-ins

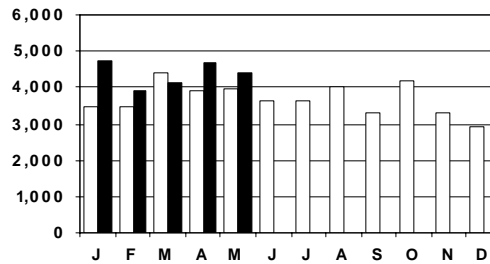
Daily sign-ins for May totaled 4,383, down 318 from the previous month and up 402 from May 2007. Daily sign-ins for the month of May are above the 6 year average.

May's 6 year average: 4,138

2007 annual average: 3,685

**Daily Sign-ins
2007 & 2008**

□ Daily Sign-ins(2007)
■ Daily Sign-ins(2008)



Return Visits

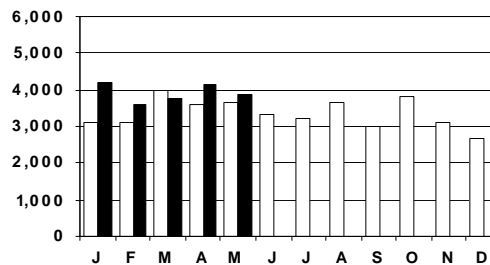
Return visits for May totaled 3,878, down 283 from the previous month and up 208 from May 2007. Return visits for the month of May are above the 6 year average.

May's 6 year average: 3,831

2007 annual average: 3,353

**Returning Visitors
2007 & 2008**

□ Returning Visitors(2007)
■ Returning Visitors(2008)



First Visits

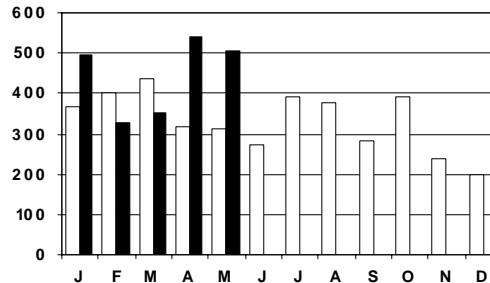
First Visits for May totaled 505, down 35 from the previous month and up 194 from May 2007. First Visits for the month of May are above the 6 year average.

May's 6 year average: 307

2007 annual average: 332

**First Visits
2007 & 2008**

□ First Visits(2007)
■ First Visits(2008)



Contents

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Would you refer our services to others?	2
Customer Satisfaction	3
How our customers used our services	3
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Summary Data - Individual Locations	5
Concerns	6
Suggestions	6

Customer Flow for May 2008

Both Locations

- On average, Wednesdays were the busiest days of the week, averaging 235 customers per day. (Weekly Average: 1,040 customers)

Merced

- Mondays were the busiest day of the week, with an average of 122 customers per day. (Weekly Average: 541 customers).

Los Banos

- Wednesdays were the busiest day of the week, with an average of 124 customers per day (Weekly Average: 499 customers).

Note:

- As of March, 2008, we are tracking new metrics: Total Visitors, Staff Appointment, EDD/Unemployment visits, Special Classes and Certificate Tests.



**Worknet
Customer Service & Satisfaction Report
For All Locations
May 2008**

Merced County Department of Workforce Investment

**Marketing advertisements for
May 2008**
** The Bus
Worknet signs inside buses*

How did you hear about us?

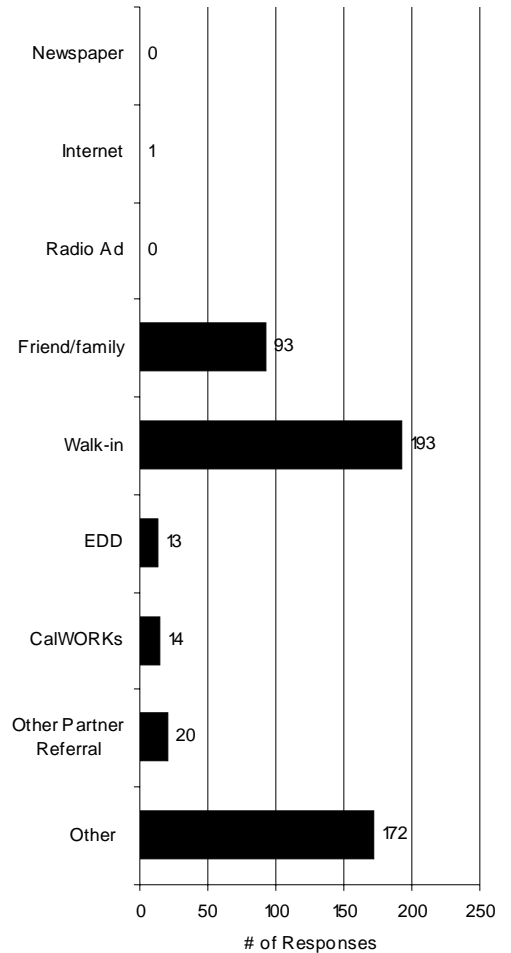
Responses from first-time visitors

In May, our first time visitors responded most often that they were walk-ins to the Worknet offices, with 193 customers providing this response.

Of the 172 customers responding as "Other", 169 heard about us through the team leadership recruitment for Target held in Los Banos.

How Did You Hear About Us?

■ May-08



In May, 97.65 percent of our customers responding would refer our services to others

Would you refer our services to others?

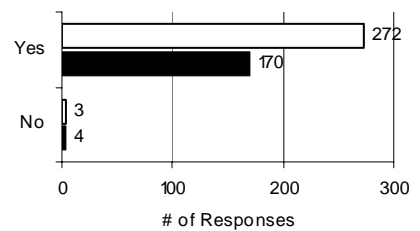
Of those responding to this question, 97.65 percent of our customers would refer our services to others.

PY 05/06 annual average: 98.78%

PY 06/07 annual average: 98.36%

Would you refer our services to others?

□ May-07
■ May-08

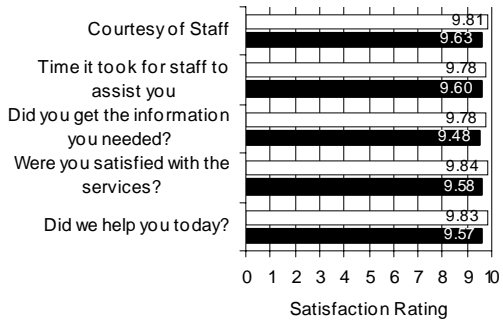
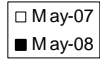




**Worknet
Customer Service & Satisfaction Report
For All Locations
May 2008**

Merced County Department of Workforce Investment

Customer Satisfaction



Customer Satisfaction Ratings

We received 180 surveys with responses to customer satisfaction questions in the month of May.

Consistently we see overall ratings for all questions in this category to be greater than 9.48 out of 10.

Five questionnaires contained a response of 5 or less.

“Consistently we see overall ratings for all questions in this category to be greater than 9.48 out of 10.”

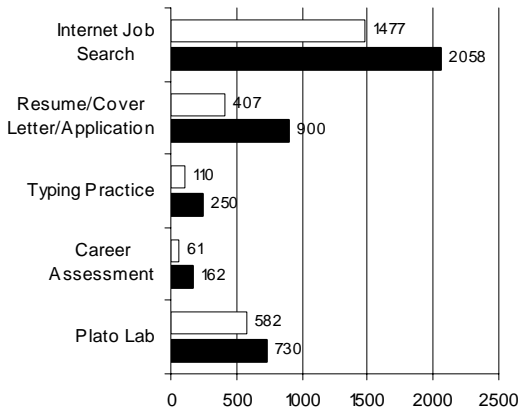
Return Rate For Customer Satisfaction Survey

Both Locations: 4.11%

Merced: 5.42%

Los Banos: 2.70%

**What Did Our Customer Use?
Computer Services**



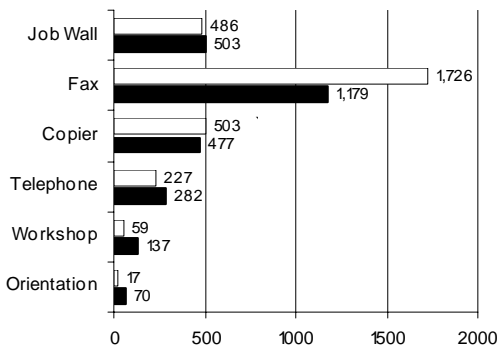
How our customers use our services

Computer related services are always the ones most used by our customers, with customers using one or more such services 4,100 times in May.

Internet Job Search and Resume/Cover Letter/Application were our most accessed computer services.

1,179 customers used our Fax service at Worknet in the month of May.

**What Did Our Customer Use?
Non-Computer Services**



Fax and Job Wall were the most used non-computer related services. Copier and Telephone were the next most used services under this category.



Worknet
Customer Service & Satisfaction Report
For All Locations
May 2008

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - Both Locations

	May-07	Mar-08	Apr-08	May-08
Return Visits	3,670	3,788	4,161	3,878
First Visits	311	353	540	505
Total Visits	3,981	4,141	4,701	4,383
Total Visitors		1,794	2,133	2,066
How did you hear about us? - responses from first-time visitors beginning July 2007				
Newspaper	10	4	2	0
Internet	7	0	1	1
Radio Ad	4	0	0	0
Friend/family	58	111	144	93
Walk-in	76	186	180	193
EDD	26	10	11	13
CalWORKs	123	8	29	14
Other Partner Referral		12	4	20
Other	10	15	160	172
What did our customers use?				
Internet Job Search	1,477	2,137	2,303	2,058
Resume/Cover Letter/Application	407	635	766	900
Typing Practice	110	154	280	250
Career Assessment	61	98	125	162
Job Wall	486	614	653	503
Fax	1,726	1,216	1,236	1,179
Copier	503	569	649	477
Telephone	227	341	354	282
Plato Lab	582	722	852	730
Workshop	59	85	86	137
Orientation	17	83	62	70
Staff Appointment		182	433	354
Special Class		97	107	75
EDD/Unemployment		124	156	133
Certificate Test		56	125	106
Customer Satisfaction				
Courtesy of Staff	9.81	9.52	9.48	9.63
Time it took for staff to assist you	9.78	9.55	9.55	9.60
Did you get the information you needed?	9.78	9.55	9.52	9.48
Were you satisfied with the services?	9.84	9.52	9.58	9.58
Did we help you today?	9.83	9.63	9.55	9.57
Would you refer our services to others?				
Yes	272	359	264	170
No	3	0	2	4



Worknet
 Customer Service & Satisfaction Report
 For All Locations
 May 2008

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - Individual Locations

Who were our visitors	Merced	Los Banos	Both Locations
Return Visits	2,002	1,876	3,878
First Visits	269	236	505
Total Visits	2,271	2,112	4,383
Total Visitors	1,191	875	2,066
How did you hear about us?			
Newspaper	0	0	0
Internet	1	0	1
Radio Ad	0	0	0
Friend/family	19	74	93
Walk-in	193	0	193
EDD	7	6	13
CalWORKs	14	0	14
Other Partner Referral	20	0	20
Other	3	169	172
What did our customers use?			
Internet Job Search	1,430	628	2,058
Resume / Cover Letter / Application	459	441	900
Typing Practice	178	72	250
Career Assessment	66	96	162
Job Wall	399	104	503
Fax	837	342	1,179
Copier	387	90	477
Telephone	221	61	282
Plato Lab	83	647	730
Workshop	17	120	137
Orientation	46	24	70
Staff Appointment	61	293	354
Special Class	52	23	75
EDD/Unemployment	94	39	133
Certificate Test	94	12	106
Customer Satisfaction			
Courtesy of Staff	9.61	9.68	9.63
Time it took for staff to assist you	9.54	9.72	9.60
Did you get the information you needed?	9.46	9.54	9.48
Were you satisfied with the services?	9.57	9.61	9.58
Did we help you today?	9.59	9.53	9.57
Would you refer our services to others?			
Yes	118	52	170
No	4	0	4



Worknet
Customer Service & Satisfaction Report
For All Locations
May 2008

Merced County Department of Workforce Investment

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Suggestions

No, i'm really satisfied with your services today
Have someone available 12 noon to 1 in the computer room
Need the human touch counselors
Get more government funding
Stay open longer
Alittle more knowledge of who's in & who's out on any given day.
More computers
Be the first to ask if help is needed
Get new job lists
Maybe more advertisement of services
Just keep it up
No. everythings perfct
good already
improve already
services are great

Concerns

Would like to discuss different types of resumes
Santize key boards
More staff assistants
Help with filling out job applications
Finding a job
No. everythings just right