

**Workforce Investment Board**  
**678 West 18<sup>th</sup> Street**  
**Merced, CA**  
**Sam Pipes Meeting Room**  
**July 8, 2004 3:00-5:00 p.m.**  
**Meeting Agenda**



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- I. Call to Order/Roll Call .....
  - II. Approval of Agenda .....
  - III. Approval of Minutes - May 13, 2004.....
  - IV. Public Opportunity to Speak .....
  - V. Introduction of New WIB Member .....
  - VI. Consent Agenda
    - a. Continuum of Care Grant..... Executive Committee
    - b. Youth Employability Card ..... Program Planning and Development Committee
    - c. Eligible Training Provider List—MCOE Workplace Learning Academy, Construction/  
Building Trades..... Program Planning and Development Committee
  - VII. Action Agenda
    - a. Transition Youth Grant ..... Joanne Presnell
  - VIII. Strategic Issues Working Session – Education (continued)..... John Headding (30 min)  
  
Follow-Up Reports - Regional Strategic Issues
    - a. Education..... Lee Andersen (5 min)
    - b. Economic Development..... Scott Galbraith (5 min)
    - c. Castle Reuse ..... John Fowler (5 min)
  - IX. Operational Reports
    - a. Employed Worker Training .....Business Services (5 min)
    - b. 5-Year Plan Modification..... Andrea Baker (5 min)
  - X. Advocacy Report..... Andrea Baker (3 min)
  - XI. Information Items
    - a. LMI Updates ..... Dave Cramer
    - b. Fiscal/Participant Data Reports..... Jackie Walther-Parnell
    - c. Director’s Notes ..... Andrea Baker
    - d. Committee Reports - [www.co.merced.ca.us/wi/wib/wib.html](http://www.co.merced.ca.us/wi/wib/wib.html) ..... (or faxed upon request)
  - XII. Spotlight on WIB Member ..... Terry Nichols (3 min)
  - XIII. Director’s Comments ..... Andrea Baker (5 min)

- XIV.** Chair Comments..... John Headding (5 min)
- XV.** Other .....
- XVI.** Next Meeting –September 9, 2004 .....
- XVII.** Adjourn .....

**Workforce Investment Board**  
**678 West 18<sup>th</sup> Street**  
**Sam Pipes Meeting Room**  
**May 13, 2004 3:00-5:00 p.m.**  
**Meeting Minutes**



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**Members Present:**

Paul Alderete	Nicolas Benjamin	Don Bergman
Bob Bittner	Sharon Cresswell	Kathleen Crookham
Ben Duran	Peter Fluetsch	Brian Griffin
Robert Harmon	John Headding	Charlie Lambert
Nellie McGarry	Ned Miller	Anne Newins
Terry Nichols	Al Peterson	Carole Roberds
Al Romero	Mike Smith	Helen Sullivan
Mike Sullivan	Steve Tinetti	

**Members Absent:**

Lee Andersen	Andrea Baker	Mike Boardman
Ernie Flores	John Fowler	Scott Galbraith
Carol Greenberg	Jeremiah Greggains	Albert Montejano
Rick Osorio	Thomas Tsubota	

**Others Present:**

Bunny Bentley	Rick Bungcayao	Elaine Craig
Dave Davis	Eddie Harding	Kirsten Lee
Donna Ornelas	Joanne Presnell	Jackie Walther-Parnell

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- I. Call to Order/Roll Call** – The meeting was called to order by the Chair, John Headding and roll was taken by Donna Ornelas.
  - II. Approval of Agenda** – It was M/S/C Alderete/Romero to approve the agenda as submitted.
  - III. Approval of Minutes** - It was M/S/C Smith/Crookham to approve the minutes of March 11, 2004 as written.
  - IV. Public Opportunity to Speak** - Ned Miller reported the Health Dept held a meeting to discuss the expected influx of Hmong families to the community. The 500 expected consist of 84 families with approximately 5-6 children per family. Carole Roberds noted school officials are meeting regularly and working with Lao Family. The Chair recommended the Youth Council become aware of the influx and get involved.
  - V. Consent Agenda** - It was M/S/C Bergman/Tinetti to approve the Consent Agenda items a-h.
    - a. Self-Sufficiency Wage
    - b. Policy Statement for Fundraising
    - c. Youth RFP Recommendations
    - d. Continuation of RN Program 2004/2005
    - e. Performance Measures Negotiations 2003/2004
    - f. Youth Council Member – Natalie Culver
    - g. WIB Member Application – Phil Flores
    - h. WIB Member Application – Ed Anderson

- VI. WIB Election** – There were no nominations from the floor and it was M/S/C Crookham/Tinetti to appoint the current slate of officers: John Headding, Chair, Nellie McGarry, 1<sup>st</sup> Vice Chair, Mike Sullivan, 2<sup>nd</sup> Vice Chair.
- VII. Follow-Up Reports - Regional Strategic Issues**
- a. Workforce Housing - Nick Benjamin discussed the issues with the lack of sufficient workforce housing and the challenges in the changing funding.
  - b. Economic Development – Scott Galbraith was not in attendance, however, update information on economic development was provided in the meeting packet.
- VIII. The State of Education** - Elaine Craig provided a presentation on workforce and education in Merced County. Ms. Craig shared statistics on workforce and education within the current and future population. The presentation was provided to serve as a springboard for the discussion. There was discussion on the skills gap for workforce.
- IX. Strategic Issues Working Session** – Mr. Headding noted the WIB began working on strategic issues as they related to workforce in our community. The work began in September of 2003 and to date, four sessions have been completed. It is the goal of the WIB to develop a state of the workforce report to include public policy statements addressing workforce, economic development, workforce housing, and education issues.

The group held a lengthy discussion on educational issues. It was also recommended that the Youth Council be involved with this.

Mr. Headding summarized the discussion with the following areas of primary concern as they relate to education in our community, and suggested that public policy statements be formulated:

- Lack of literacy
- Preschool Education – Universal Preschool
- Poverty – Social Support, Mentoring, Parental Support
- Vocational Education

The group also determined that the WIB can assist with these issues by:

- Lobby State Legislators for preschool funding
- Through business promote education with parents, be involved in public service campaigns – mentoring/literacy
- Reaffirmation that literacy is a priority
- Assist with dissemination of information to parents
- Provide a forum for dialogue between business and education

In addition, the WIB will continue this discussion with education and business at the July meeting and answer the following. The information will then be forwarded to the P-16 Council in August.

- What are the required skill-sets for your particular industry?
- What are your greatest concerns?
- What are you willing to do to improve education?

**X. Operational Reports**

- a. Nursing Program Outcomes – Joanne Presnell shared information on the outcomes of the nursing program for both RN and LVN programs, which included the county where the nurses were

employed up to 12 months after completing training.

- XI. Advocacy Report** - Joanne Presnell reported Andrea Baker was attending a NAWB meeting sponsored by DOL in Washington, DC to develop principles on how national farmworker programs and local workforce boards can increase collaboration through strategic planning efforts.

There is currently concern that the state will block grant programs, combining funding streams. It is anticipated this change would create less funding, and shift decision-making and control from local areas to the state.

Andrea Baker, along with six WIA Directors, met with Victoria Bradshaw from Department of Labor and EDD to establish a clear and better working relationship.

May 24-31, 2004, is National "One-Stop Day". The local areas are encouraged to have their congressional members visit One-Stops.

On June 2, 2004 there is a CWA meeting for WIB Chairs and Directors. John Headding and Andrea Baker will attend, and arrangements are being made to meet with Assemblyperson Matthews and Senator Denham.

**XII. Information Items**

- a. VITA Project Closeout Status
- b. Grant Application – EDD
- c. CARE Program
- d. Fiscal/Participant Data Reports
- e. Committee Reports - [www.co.merced.ca.us/wi/wib/wib.html](http://www.co.merced.ca.us/wi/wib/wib.html) (or faxed upon request)

- XIII. Spotlight on WIB Member** - Sharon Cresswell is the Special Events Marketing Manager in charge of sponsorship sales and major accounts with Buckley Radio Merced KUBB Country and Hot 104.7. Ms. Cresswell noted the media is a great voice to get information out and promote issues on workforce development. Ms. Cresswell provided handouts and statistical data from the last Job Fair co-sponsored with Buckley Radio.

- XIV. Chair Comments** – No additional comments.

- XV. Other** – None

- XVI. Next Meeting** – July 8, 2004, Location TBA.

- XVII. Adjourn** – Meeting was adjourned at 4:50 p.m.

**TO: WIB**

**DATE: 07/08/04**

**FROM: Executive Committee**

**FOR ACTION**

**SUBJECT: Submission of Application from the Department of Workforce Investment (WI) to the Department of Housing and Urban Development's Continuum of Care Program**

**PROPOSED MOTION(S): To authorize the Department of Workforce Investment to prepare and submit the application that would commit a match of \$27,439 over thirty (30) months.**

**DISCUSSION: The Department of Housing and Urban Development's Continuum of Care (COC) program is designed to provide various types of assistance to homeless persons. The Merced County Association of Governments has been working at the request of the Board of Supervisors to create a Continuum of Care plan for the County that describes in detail how the County intends to address homelessness issues.**

**In conjunction with the COC plan, WI will submit a request for \$144,416 to provide paid work experience, supportive services and case management for up to 15 homeless individuals during the 30 month grant period. A commitment of match of \$27,439 is required. The match will be in the form of Title I funds and will be used for assessment, data collection, and other activities that would otherwise be provided by WI. These activities will be tracked separately as services to the homeless. Funding announcements are expected in October 2004.**

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

**TO: WIB**

**DATE: 07/0804**

**FROM: WIB Program Planning and Development  
Committee**

**For Action**

**SUBJECT: Youth Employability Card**

**PROPOSED MOTION(S): That the Youth Employability Card program be discontinued and put on the shelf for a period of time.**

**DISCUSSION: At the May 4 and May 26, 2004 meetings, the Program Planning and Development Committee reviewed and discussed reports on the status of the Youth Employability Card. The Merced County Office of Education has been issuing cards through the Career Technicians, but there have been few employers participating. The primary issue is that there is no one available to dedicate time to solicit employers to participate, which is a necessary part of the program. Even though the framework of the Youth Employability Card program is basically sound, without a designated person being responsible for the outreach and tracking of employers there is a vital part of the program missing.**

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

**TO: WIB**

**DATE: 07/08/04**

**FROM: WIB Program Planning and Development  
Committee**

**For Action**

**SUBJECT: MCOE Workplace Learning Academy, Construction/Building Trades Program request to be added to the Eligible Training Provider List.**

**PROPOSED MOTION(S): To accept the proposal by MCOE's Workplace Learning Academy, Construction/Building Trades Program to be included on the Eligible Training Provider List.**

**DISCUSSION: Merced County of Education and Firm Build have created a training partnership. They have trained individuals referred through the Housing Authority and have trained ROP students.**

**The Construction /Building Trades Program consists of classroom time, but primarily is hands on working on projects throughout the county. There is a qualified trainer for every 5 individuals who work in crews. The total cost for six months/ 125 days of training is \$13,030 per person, with \$2,000 for the trainer and \$11,030 in wage related costs. The wages are paid through Continental Labor at \$11.03 per hour and include Workers Compensation coverage, safety training, and drug testing.**

**Firm Build has trained 91 adults and their placement rate is approximately 75%. Most of the trainees get entry level jobs paying from \$8.00 to \$10.00 an hour. There are often raises and benefits within 3 to 6 months for those that perform well.**

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

**TO: WIB**

**DATE: 07/08/04**

**FROM: WIB Staff**

**FOR ACTION**

**SUBJECT: Submission of Application to the California Workforce Investment Board's Innovative Transition Youth Grant**

**PROPOSED MOTION(S): To authorize the Department of Workforce Investment (WI) to prepare and submit the application that would commit a match of \$109,600 in-kind services over a five year period.**

**DISCUSSION: The California Workforce Investment Board (CWIB) has announced the availability of funds for improving transition outcomes for youth with disabilities. As a local One-Stop Operator, the Department of Workforce Investment (WI) is eligible to apply for these funds. WI will request \$548,000 (\$68,000 in year one of the grant, and 120,000 in years two through five). These dollars will fund a demonstration project to ensure that youth with disabilities can obtain the necessary services needed within the local workforce system. The grant will also pay for resource mapping of the target group of youth. Once services are in place, their efficacy will be evaluated, and information about the outcomes of services will be disseminated by the State to other Workforce Investment Areas.**

**The grant application must be submitted by July 16, 2004. The period of the grant is five (5) years, and notification of funding is expected in August 2004.**

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



## A Merced County Labor Market Review

**The QuickLook:** Welcome to the Merced County labor market summary. The QuickLook has been developed by the Department of Workforce Investment staff for the Merced County Local Workforce Investment Board. The data and information is provided by the California Employment Development Department. Questions can be referred to the Department of Workforce Investment, 1880 W. Wardrobe Ave., Merced, CA 95340. Telephone (209) 724-2042. Email: [pitd26@co.merced.ca.us](mailto:pitd26@co.merced.ca.us)

### Merced County

### Industry Employment & Labor Force March 2003 Benchmark

Data Not Adjusted for Seasonality

	May 03	Mar 04	Apr 04 Revised	May 04 Prelim.	PercentChange Month Year	
Civilian Labor Force (1)	88,100	93,500	91,700	92,000	0.3%	4.4%
Civilian Employment	75,200	76,400	77,400	79,500	2.7%	5.7%
Civilian Unemployment	12,800	17,100	14,200	12,500	(12.0%)	(2.3%)
Civilian Unemployment Rate	14.5%	18.3%	15.5%	13.6%		
(CA Unemployment Rate)	6.5%	6.7%	6.2%	5.8%		
(U.S. Unemployment Rate)	5.8%	6.0%	5.4%	5.3%		
<b>Total, All Industries (2)</b>	<b>65,700</b>	<b>64,700</b>	<b>66,200</b>	<b>68,400</b>	<b>3.3%</b>	<b>4.1%</b>
Total Farm	10,600	8,400	9,500	10,800	13.7%	1.9%
Total Nonfarm	55,100	56,300	56,700	57,600	1.6%	4.5%
Total Private	41,400	42,700	43,100	43,900	1.9%	6.0%
Goods Producing	13,400	14,200	14,400	14,800	2.8%	10.4%
Natural Resources, Mining and Construction	3,000	3,200	3,300	3,400	3.0%	13.3%
Manufacturing	10,400	11,100	11,100	11,400	2.7%	9.6%
Durable Goods	1,700	1,700	1,800	1,700	(5.6%)	0.0%
Nondurable Goods	8,700	9,300	9,300	9,700	4.3%	11.5%
Food Man & Beverage & Tobacco	7,000	7,400	7,500	7,900	5.3%	12.9%
Residual-Textile Mills	1,700	1,900	1,800	1,800	0.0%	5.9%
Service Providing	41,700	42,100	42,300	42,800	1.2%	2.6%
Trade, Transportation and Utilities	10,600	11,200	11,300	11,400	0.9%	7.5%
Wholesale Trade	1,400	1,700	1,700	1,700	0.0%	21.4%
Retail Trade	7,000	7,200	7,300	7,400	1.4%	5.7%
Food and Beverage Stores	1,500	1,500	1,500	1,600	6.7%	6.7%
General Merchandise Stores	1,500	1,600	1,700	1,700	0.0%	13.3%
Residual-Miscellaneous Store Retailers	4,000	4,100	4,100	4,100	0.0%	2.5%
Transportation, Warehousing and Utilities	2,200	2,300	2,300	2,300	0.0%	4.5%
Information	500	500	500	500	0.0%	0.0%
Financial Activities	1,700	1,600	1,600	1,600	0.0%	(5.9%)
Finance and Insurance	1,000	1,000	1,000	1,000	0.0%	0.0%
Real Estate and Rental and Leasing	700	600	600	600	0.0%	(14.3%)
Professional and Business Services	3,300	3,300	3,400	3,400	0.0%	3.0%
Educational and Health Services	5,500	5,600	5,500	5,500	0.0%	0.0%
Leisure and Hospitality	4,700	4,500	4,600	4,800	4.3%	2.1%
Food Services and Drinking Places	3,800	3,700	3,800	3,900	2.6%	2.6%
Residual-Arts, Entertainment, and Recreation	900	800	800	900	12.5%	0.0%
Other Services	1,700	1,800	1,800	1,900	5.6%	11.8%
Government	13,700	13,600	13,600	13,700	0.7%	0.0%
Federal Government	800	800	800	800	0.0%	0.0%
State and Local Government	12,900	12,800	12,800	12,900	0.8%	0.0%
State Government	600	600	600	600	0.0%	0.0%
Local Government	12,300	12,200	12,200	12,300	0.8%	0.0%

**The QuickLook:** The County continues with one of the highest unemployment rates in the State, ranking 54th out of 58 counties in the month of May. The preliminary result is a decrease of 1.9 percentage point in the unemployment rate from the revised April rate. This preliminary figure is a decrease of 0.9 percentage point in the unemployment rate of one year ago.

Overall, the County saw an increase of 2,200 jobs in May following a 1,500 job increase in April. The increase was a result of Total Farm with a 1,300 job gain. Total Nonfarm industries realized an increase of 900 jobs, from the Goods Producing industries (400 jobs in: Natural Resources, Mining and Construction; and Food Manufacturing, Durable Goods) and the Service Providing industries (500 jobs in: Food and Beverage Stores, Leisure and Hospitality, Food Services and Drinking Places, and Residual-Arts, Entertainment).

## Merced County Current Labor Force and Industry Employment

**The QuickLook At:** California's unemployment rate was 6.2 percent in May, unchanged from the 6.2 percent announced in April, the state Employment Development Department (EDD) reported. A year ago, in May 2003, California's unemployment rate was 6.8 percent.

EDD's report on payroll employment (wage and salary jobs) in the nonfarm industries of California totaled 14,501,200 in May, a net gain of 23,600 jobs since the April survey. This followed a gain of 15,700 jobs (as revised) in April.

Nine of the categories (**construction; manufacturing; trade, transportation and utilities; information; financial activities; professional and business services; educational and health services; leisure and hospitality; and other services**) added jobs over the month, gaining 33,600 jobs. Two categories (**natural resources and mining and government**) reported job declines this month, down 10,000 jobs.

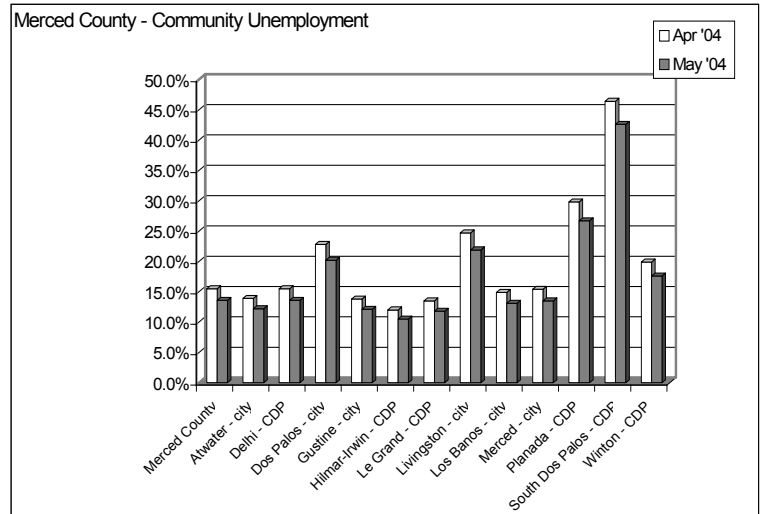
In a year-over-year comparison (May 2003 to May 2004), nonfarm payroll employment in California increased by 110,200 jobs (up 0.8 percent).

Seven industry divisions (**natural resources and mining; construction; trade, transportation and utilities; financial activities; professional and business services; educational and health services; and leisure and hospitality**) posted job gains over the year, adding 188,600 jobs. On a numerical basis, employment growth in professional and business services showed the strongest gain, up by 62,500 jobs (an increase of 3.0 percent). On a percentage basis, employment in construction recorded the strongest growth, up 3.5 percent (an increase of 27,500 jobs).

Four categories (**manufacturing; information; other services; and government**) posted job declines over the year, down 78,400 jobs. On a numerical basis, jobs in government showed the largest decline, down 46,700 (a decline of 1.9 percent), followed by manufacturing, down 21,800 (a 1.4 percent decline).

### The QuickLook At: Sub County average unemployment rates for the county, cities and municipalities.

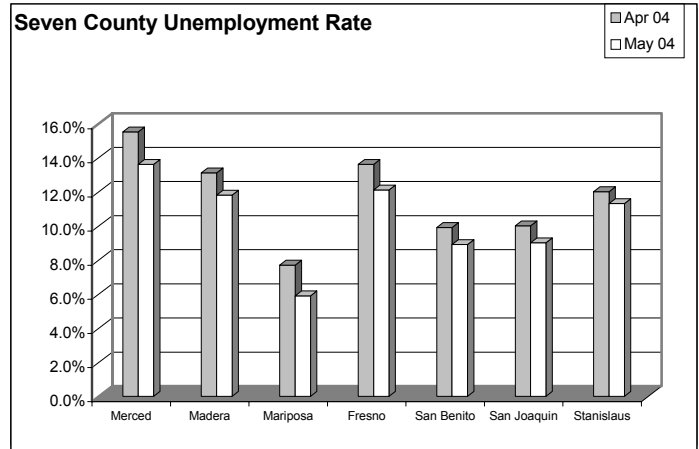
Area Name	Unemployment			
	Labor Force	Employment	Number	Rate
Merced County	92,000	79,500	12,250	13.6%
Atwater - city	10,810	9,500	1,310	12.2%
Delhi - CDP	1,680	1,450	230	13.6%
Dos Palos - city	2,090	1,670	420	20.2%
Gustine - city	2,040	1,790	250	12.1%
Hilmar-Irwin - CDP	1,890	1,690	200	10.5%
Le Grand - CDP	560	490	70	11.8%
Livingston - city	4,290	3,350	940	21.9%
Los Banos - city	7,830	6,810	1,020	13.1%
Merced - city	27,940	24,180	3,760	13.5%
Planada - CDP	1,880	1,380	500	26.7%
South Dos Palos - CDP	570	330	240	42.6%
Winton - CDP	3,670	3,020	650	17.6%



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

The county's unemployment rate is the fifth highest in the state. Merced County saw a decrease in unemployment at 1.9 percentage point below April's unemployment rate. All seven counties' unemployment rate decreased in month-over average unemployment (Merced, Fresno, Madera, San Benito, and Stanislaus, Mariposa and San Joaquin).

COUNTY	RANK	LABOR FORCE	EMPLOYMENT	UNEMPLOYMENT	RATE
MERCED	54	92,000	79,500	12,500	13.6%
MADERA	48	58,100	51,200	6,900	11.8%
MARIPOSA	25	6,960	6,550	410	5.9%
FRESNO	50	399,200	351,100	48,100	12.1%
SAN BENITO	40	28,610	26,060	2,550	8.9%
SAN JOAQUIN	41	284,200	258,600	25,600	9.0%
STANISLAUS	46	217,500	193,000	24,500	11.3%



**MERCED COUNTY DEPARTMENT OF WORKFORCE INVESTMENT  
FISCAL REPORT FOR FINANCE COMMITTEE**

**For Fiscal Year 2003/04  
July 1, 2003 - June 30, 2004  
Through 5/31/04**

**Target 91.67%**

	BUDGET						ACTUAL			OBLIGATIONS	AVAILABLE
	Planned for New Funds	Carryover	****Adjust	Additional	Adjustments	Budget	Accrued	Percent	Total	Available	
	Based on Plan Mod 7/1/03 to 6/30/04	Funds From 02/03	to Carryover FY 02/03	Funds	04/09/04	for Available Funds	Expenditures FY to Date	Balance	Expended to Date	Committed Funds	after Obligations
<b>ADULT</b>	Core A	\$ 395,760	\$ 148,748	\$ 17,620		\$ 562,128	\$ 566,930	\$ (4,802)	100.85%	\$ 73,033	\$ (77,835)
03/04 Allocation	Core B	\$ 322,884	\$ 120,142	\$ 14,231		\$ 457,257	\$ 472,402	\$ (15,145)	103.31%	\$ 52,475	\$ (67,620)
	Intensive	\$ 163,297	\$ 62,931	\$ 7,455		\$ 233,683	\$ 110,739	\$ 122,944	47.39%	\$ 12,543	\$ 110,401
	Training	\$ 659,139	\$ 240,285	\$ 28,463	\$ (8,003)	\$ 919,884	\$ 453,114	\$ 466,770	49.26%	\$ 82,866	\$ 383,904
	Admin	\$ 171,231	\$ 63,556	\$ 7,530		\$ 242,317	\$ 87,854	\$ 154,463	36.26%	\$ 13,574	\$ 140,889
	Other					\$ 10,006		\$ 10,006	0.00%	\$ -	\$ 10,006
	<b>Total</b>	<b>\$ 1,712,311</b>	<b>\$ 635,662</b>	<b>\$ 75,299</b>	<b>\$ 10,006</b>	<b>\$ 2,425,275</b>	<b>\$ 1,691,039</b>	<b>\$ 734,236</b>	<b>69.73%</b>	<b>\$ 234,491</b>	<b>\$ 499,745</b>
<b>DISPLACED WORKER</b>	Core A	\$ 416,806	\$ 42,927	\$ 22,325	\$ 3,998	\$ 486,056	\$ 435,337	\$ 50,719	89.57%	\$ 60,157	\$ (9,438)
03/04 Allocation	Core B	\$ 443,981	\$ 45,993	\$ 23,918	\$ 3,998	\$ 517,890	\$ 372,424	\$ 145,466	71.91%	\$ 43,858	\$ 101,608
	Intensive	\$ 252,582	\$ 26,063	\$ 13,553		\$ 292,198	\$ 167,937	\$ 124,261	57.47%	\$ 19,103	\$ 105,158
	Training	\$ 374,568	\$ 38,327	\$ 19,932	\$ (428)	\$ 432,399	\$ 215,539	\$ 216,860	49.85%	\$ 47,496	\$ 169,364
	Admin	\$ 165,326	\$ 17,034	\$ 8,859		\$ 191,219	\$ 77,902	\$ 113,317	40.74%	\$ 11,130	\$ 102,187
	<b>Total</b>	<b>\$ 1,653,263</b>	<b>\$ 170,344</b>	<b>\$ 88,587</b>	<b>\$ 7,996</b>	<b>\$ 1,919,762</b>	<b>\$ 1,269,139</b>	<b>\$ 650,623</b>	<b>66.11%</b>	<b>\$ 181,744</b>	<b>\$ 468,879</b>
<b>YOUTH</b>	* In School	\$ 1,271,075	\$ 219,165	\$ 311,108		\$ 1,801,348	\$ 1,396,639	\$ 404,709	77.53%	\$ 183,060	\$ 221,649
03/04 Allocation	* Out of School	\$ 544,747	\$ 511,383	\$ 725,920	\$ 3,219	\$ 1,785,269	\$ 896,928	\$ 888,341	50.24%	\$ 256,859	\$ 631,482
	Admin	\$ 201,758	\$ 81,172	\$ 115,225		\$ 398,155	\$ 128,918	\$ 269,237	32.38%	\$ 17,127	\$ 252,110
	<b>Total</b>	<b>\$ 2,017,580</b>	<b>\$ 811,720</b>	<b>\$ 1,152,253</b>	<b>\$ 3,219</b>	<b>\$ 3,984,772</b>	<b>\$ 2,422,485</b>	<b>\$ 1,562,287</b>	<b>60.79%</b>	<b>\$ 457,046</b>	<b>\$ 1,105,241</b>
<b>*** RAPID RESPONSE</b>	03/04 Allocation	\$ 375,000				\$ 375,000	\$ 253,137	\$ 121,863	67.50%	\$ 43,093	\$ 78,770
02/03 Supplemental		\$ 100,000				\$ 100,000	\$ 80,803	\$ 19,197	80.80%	\$ 5,622	\$ 13,575
	<b>Total</b>	<b>\$ 475,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 475,000</b>	<b>\$ 333,940</b>	<b>\$ 141,060</b>	<b>70.30%</b>	<b>\$ 48,715</b>	<b>\$ 92,345</b>
<b>All Programs</b>		<b>\$ 5,858,154</b>	<b>\$ 1,617,726</b>	<b>\$ 1,316,139</b>	<b>\$ 21,221</b>	<b>\$ 8,804,809</b>	<b>\$ 5,716,603</b>	<b>\$ 3,088,206</b>	<b>64.93%</b>	<b>\$ 921,996</b>	<b>\$ 2,166,210</b>

**BUDGET:**

- Includes all funds available for fiscal year based on Plan submitted to EDD
- \* In School and Out of School Plan Mods were based on 30/70 split, prior to actual contracts being set for FY 2003/04. Costs include contracts and Department of WI costs.
- \*\* Budget Adjustments are based on participants' current usage of the One Stop. There has been an increased demand for Core A & B services.
- \*\*\* 03/04 Rapid Response Funds are available for use through 9/30/04
- \*\*\*\* Adjustments to carryover for 2002/03 after all contracts have been paid and funds unencumbered

**Youth Expenditures %'s**

In-School Youth	63.9%
Out-of-School Youth	36.1%

**OBLIGATIONS:**

Includes funds obligated in contracts and ITA's  
Includes funds committed for One Stop Operations and Administration

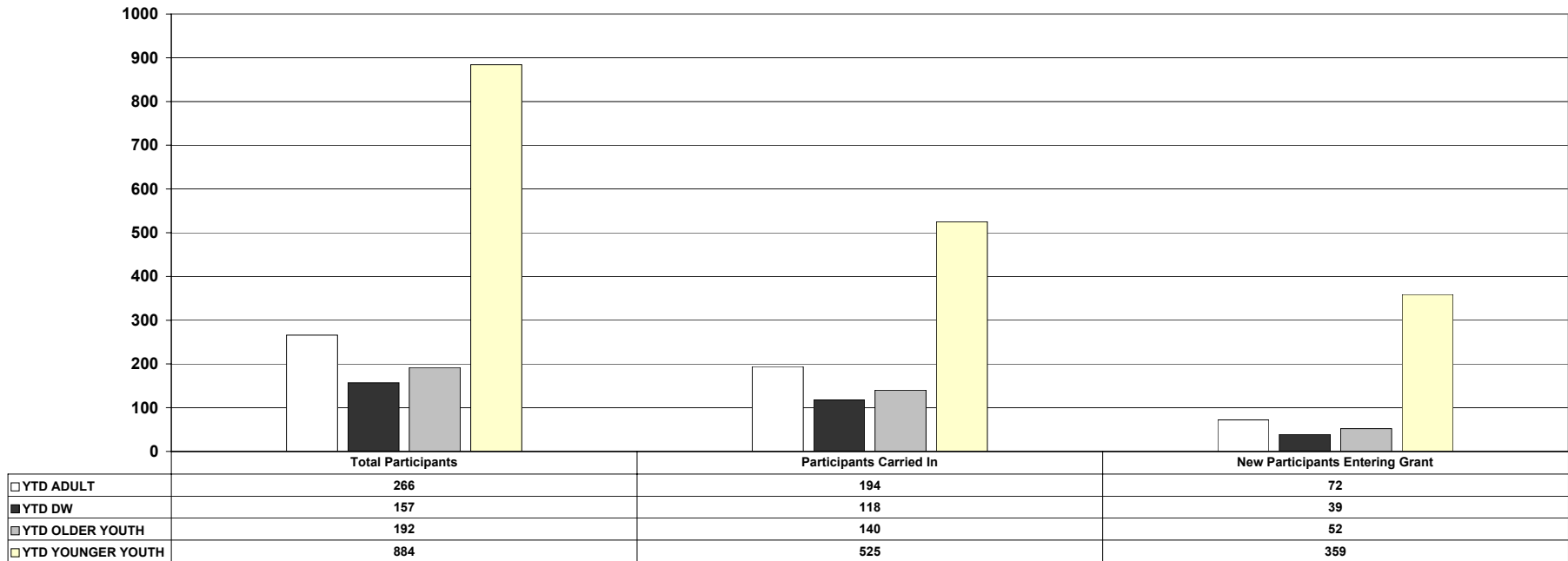
**AVAILABLE:**

Balance after expenditures and obligations

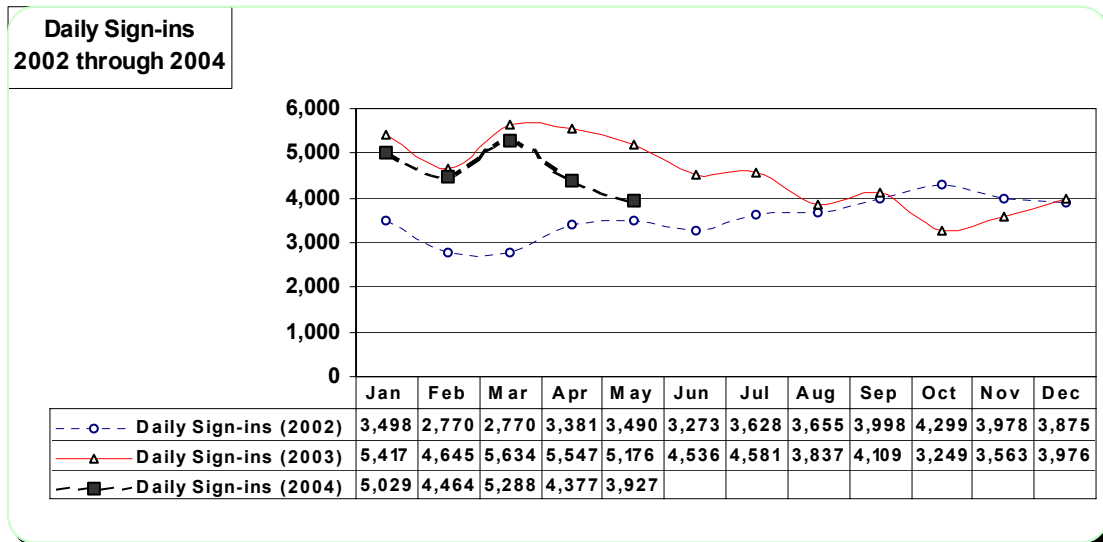
**WIA PARTICIPANT SUMMARY REPORT**  
**PY 2003/2004**  
**May-04**

	Adult			Dislocated Worker			Older Youth			Younger Youth			Total	
	May-04	YTD	Plan Mod.	May-04	YTD	Plan Mod.	May-04	YTD	Plan Mod.	May-04	TYD	Plan Mod.	May-04	TYD
<b>Total Participants</b>	114	266	340	76	157	290	136	192	288	584	884	1,160	910	1499
Participants Carried In	106	194	260	74	118	200	126	140	163	546	525	790	852	977
New Participants Entering Grant	8	72	80	6	39	90	10	52	125	38	359	370	62	522
<b>Total Participants Exiting WI</b>	0	152	130	0	81	80	5	61	100	7	307	430	12	601
Entered Unsubsidized Employment	0	143	120	0	67	90	3	21	30	2	57	80	5	288
Training Related	0	34	60	0	30	60	0	5	10	2	27	25	2	96
Entered Military Service	0	0		0	0		0	1		0	4	4	0	5
Entered Qualified Apprenticeship Program	0	2		0	0		0	0		0	0	10	0	2
Entered Post-Secondary Education	0	0		0	0		1	9	5	0	66	135	1	75
Entered Advanced Training	0	1		0	0		0	1	15	0	2	6	0	4
Attained Recognized Certificate/Diploma/Degree	0	41		0	47		0	6		6	214		6	308
Attained High School Diploma/GED	0	0		0	0		0	1		6	208	350	6	209
Returned to Secondary School (Youth Only)	0	0		0	0		0	0		0	28	10	0	28
Exits Excluded from Performance	0	2		0	2		0	4		0	6		0	14
Other Exits	0	104	40	0	71	40	1	49	20	7	302	400	8	526
<b>Program Activities/Services Summary</b>														
Core Services (Registered)	114	266	300	76	157	420	0	0		0	0		190	423
Intensive Services	97	151	240	59	114	60	119	172		80	126		355	563
Training Services	55	82	80	27	61	60	88	120		68	92		238	355
Youth Services	0	0		0	0		122	163		578	878		700	1041
Concurrent Program Participants	7	14		13	23		109	162		436	715		565	914
Individual Training Accounts	5	14		5	24		0	0		0	0		10	38
Goals Set (Younger Youth Only)	0	0		0	0		0	0		48	513	650	48	513

**Participant Summary 2003/2004 - Year to Date**



# WorkNet Customer Service Data for May 2004



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of May 2004. Data presented in this report are by all locations and then by individual location (Merced, Livingston, and Los Banos). The following text is for all Locations.

### Customers

In the month of May 2004, all locations recorded 3,927 sign-ins with 1,458 customers returning the Day Pass and 157 first time visitors. Afternoon was the most popular time for customers to use our services, with 907 customers. Morning received 509 responses from our customers.

### Customer Employment Status

Of the 1,458 customers that returned the day pass, 20 said they are employed full-time; 21 responded with part-time employment; and 16 responded with temporary employment. Seven hundred ninety-five customers responded with not employed. Six hundred six customers did not respond to this question.

### How did you hear about us?

Returning customers complete this question during the first full week of May and then receive a shorten version of the Day Pass which excludes this question. One hundred one returning customers responded to this question with 25 responses of newspaper ad. The next most frequent response was walk-in with 20 responses. Of the 157 first time visitors, 68 responded to this question. Friend/Family was the most frequent response

## Customer Service Data for May 2004

with 25 responses. Walk-in with 21 responses was the next most frequent response. EDD was the 3<sup>rd</sup> most frequent response with 11 responses.

### Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.71 and 9.79 with "Were you satisfied with the services?" and "Did we help you today?" receiving the highest rating of 9.79. For customers that rated our services with a five or less, "Did you get the information you needed?" had the highest dissatisfaction with 2 responses.

### How do our customers use our services?

In the month of May, our customers report using the computer most often with 1,144 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (513); Resume/Cover Letter was second with 160 responses.

For non-computer related services, Plato Lab was the most often used service by our customers, with 224 responses. Job Listings was the next most often used service with 191 responses.

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

Fax (175)	Telephone (145)	Copier (112)	Resource Library (19)
Workshop (17)	Orientation (10)	Typewriter (7)	Skills Certificate (4)

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

**Summary Data for Customer Service for May 2004  
(Day Pass Information)**

	<b>May 03</b>	<b>Mar 04</b>	<b>Apr 04</b>	<b>May 04</b>
<b>Daily Sign-ins</b>	5,176	5,288	4,277	3,927
<b>Daily Questionnaires</b>	2,939	1,897	1,640	1,458
<b>First Visit</b>	126	398	267	157

**Customer Satisfaction**

Courtesy of Staff	9.66	9.53	9.42	9.73
Time it took for staff to assist you	9.61	9.57	9.31	9.77
Did you get the information you needed	9.61	9.60	9.40	9.71
Were you satisfied with the services?	9.68	9.56	9.49	9.79
Did we help you today?	9.61	9.61	9.42	9.79

**What did our customer use?**

Computer	2,018	1,333	1,247	1,144
CalJobs/Internet Job Search	915	614	561	513
Resume/Cover Letter	271	200	146	160
Typing Practice	85	86	89	63
Typing Certificate	18	38	13	4
Career Exploration	103	67	31	37
Job Listing	676	251	182	191
Fax	290	278	191	175
Copier	239	193	155	112
Telephone	239	228	174	145
Typewriter	26	20	18	7
Resource Library	34	29	11	19
Skills Certificate	25	23	12	4
Plato Lab	406	344	300	224
Workshop	30	26	17	17
Orientation	33	16	5	10

**How did you hear about us?**

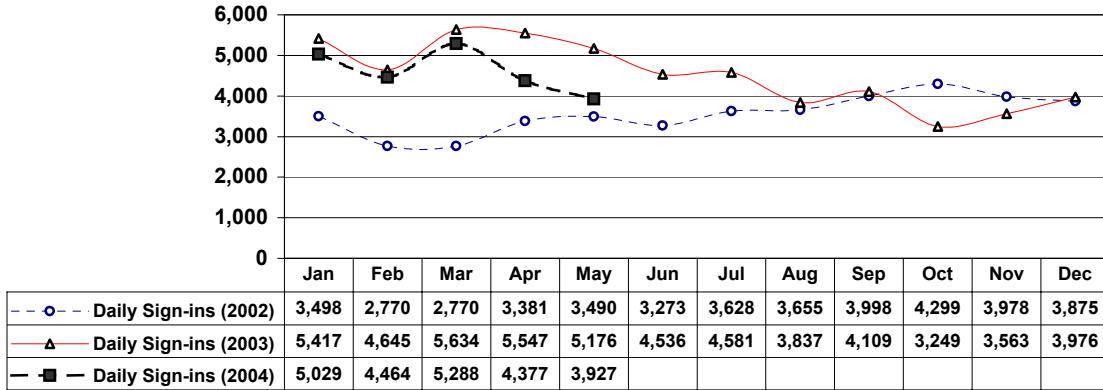
Newspaper ad	6	24	19	25
Radio ad	0	2	2	1
Flyer/Brochure	0	7	5	5
Friend/Family	8	31	15	16
EDD	1	25	7	8
Merced Mall	0	1	3	0
Billboard	1	0	1	1
TV ad	0	0	1	0
Internet	0	8	5	8
Walk-in	10	47	52	20
CalWORKs	5	20	20	16
Phonebook	1	7	4	1

Na = Not Asked

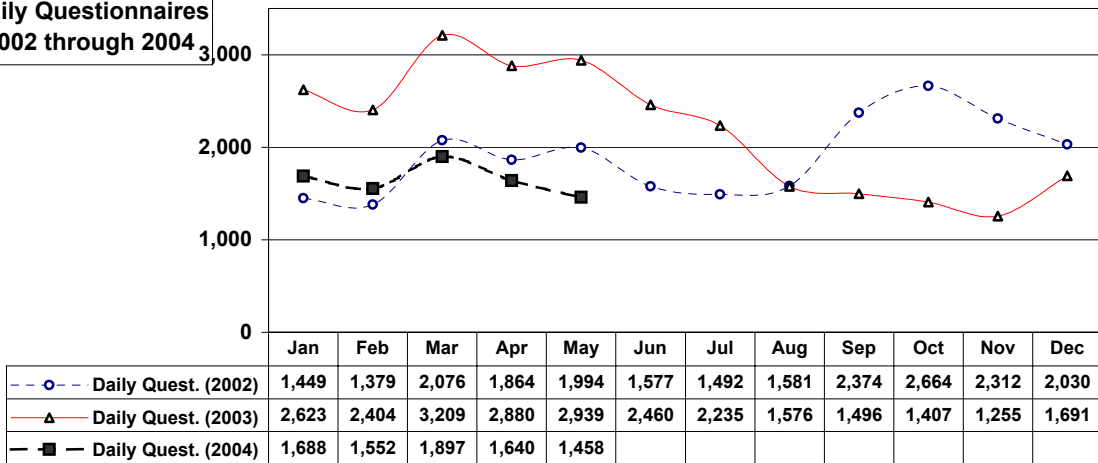
Marketing advertisements for May 2004.  
05/1, 4-8, 18-22, 25-29/2004: Various Newspaper Ads  
Worknet Signs placed inside all Merced "The Bus" buses.

**WorkNet - Annual Comparison  
2002 through 2004**

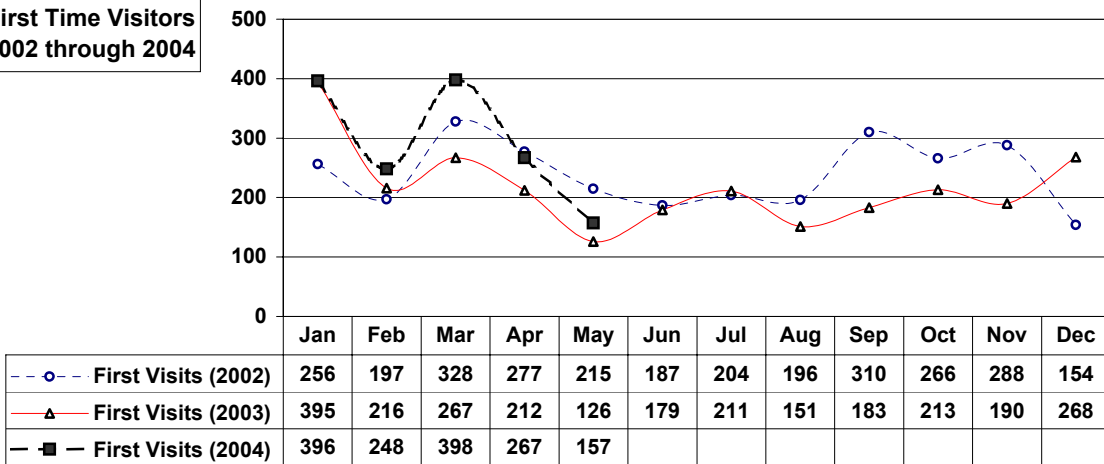
**Daily Sign-ins  
2002 through 2004**



**Daily Questionnaires  
2002 through 2004**

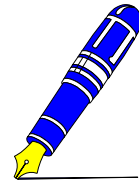


**First Time Visitors  
2002 through 2004**



# DIRECTORS NOTES

7/8/04



## Local News

- The Board of Supervisors approved the youth program contracts on, June 8, 2004. Contracts are in place with MCOE for both in school and out-of-school programs.
- The Department has submitted the WIB's One Stop Certification process for a CSAC Challenge award. Notification to award winners will be in late summer.
- Beginning June 21, 2004, the Merced SCORE (Senior Core of Retired Executives) will be operating out of the Departments Wardrobe office. Businesses that would like their services can be schedule through our offices.
- The Department has been working with a coalition of County, Education and Community based organizations to prepare for the arrival of from 400-600, newcomers from the Refugee Camps in Thailand.
- John Headding, Scott Galbraith, Bob Bittner, Andrea Baker were joined by Bunny Bentley or the Employment Development Departments Labor Market Division to make a presentation to the P-16 Council on the future of Merced's workforce on June 30, 2004.
- Andrea Baker was re-elected to the Executive Board of the California Workforce Association. She will serve a second term as the Chair of the Program and Training Committee.

## **Advocacy**

- June 2, 2004, John Headding and Andrea Baker visited both Assemblywoman Barbara Mathews and Senator Jeff Denham. They gave both legislators an overview of the work the WIB has been doing and asked them to support local control WIA programs.
- Letters have been sent to the President and State and Federal Legislators asking them to support workforce programs as a critical element in of economic growth and specifically to keep local control of the programs. WIB members have been asked to send similar letters.

## State News

- On June 2, 2004, the California Workforce Association (CWA) held a State WIB Chair/Director meeting. Thirty of the fifty local WIB's were represented. John Headding and Andrea Baker attended. Acton plans for the work for the WIB

Chairs were identified and work groups for the Chairs were created. The next meeting of this group will be in September 2004.

- CWA Spring conference was attended by Andrea Baker, Joanne Presnell and by Department staff. A presentation of our RN expansion project was made. At the request of our Merced College partner Andrea Baker made the presentation.
- The CWA Executive Board met with State Labor Secretary Victoria Bradshaw to discuss State- wide issues that the WIB's can impact. Andrea Baker attended. Quarterly meeting have been scheduled.
- The State Workforce Investment Board convened a group of local WIB Directors to make recommendations on Rapid Response funding for their consideration. Merced attended the three sessions held. The State WIB adopted the group's recommendations at their May 18<sup>th</sup> meeting.

### **National News**

- The National Practitioners Group on Migrant and Seasonal Farm workers and Workforce Boards was held in Washington DC, and was attended by Andrea Baker. The National Association of Workforce Boards, with input from the Practitioners Group has submitted a report to the Department of Labor on how both groups can work together. The report is at DOL for approval. There is no time frame for its release.
- The "04-05" budget and WIA reauthorization are on slow a track until the election. Although the House has acted on some pieces of the budget, the Senate has not completed its work. The conference committee on WIA reauthorization has been named but work has not commenced. It appears there may some changes in committee chairmanships, which will further slow the process.