

**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
ADULT	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
	Total	\$ 1,712,311	\$ 635,662	\$ 75,299	\$ 10,006	\$ 2,425,275	\$ 1,691,039	\$ 734,236	69.73%	\$ 234,491	\$ 499,745
DISPLACED WORKER	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
	Total	\$ 1,653,263	\$ 170,344	\$ 88,587	\$ 7,996	\$ 1,919,762	\$ 1,269,139	\$ 650,623	66.11%	\$ 181,744	\$ 468,879
YOUTH	* 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
	Total	\$ 2,017,580	\$ 811,720	\$ 1,152,253	\$ 3,219	\$ 3,984,772	\$ 2,422,485	\$ 1,562,287	60.79%	\$ 457,046	\$ 1,105,241
*** RAPID RESPONSE	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
	Total	\$ 475,000	\$ -	\$ -	\$ -	\$ 475,000	\$ 333,940	\$ 141,060	70.30%	\$ 48,715	\$ 92,345
All Programs		\$ 5,858,154	\$ 1,617,726	\$ 1,316,139	\$ 21,221	\$ 8,804,809	\$ 5,716,603	\$ 3,088,206	64.93%	\$ 921,996	\$ 2,166,210

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

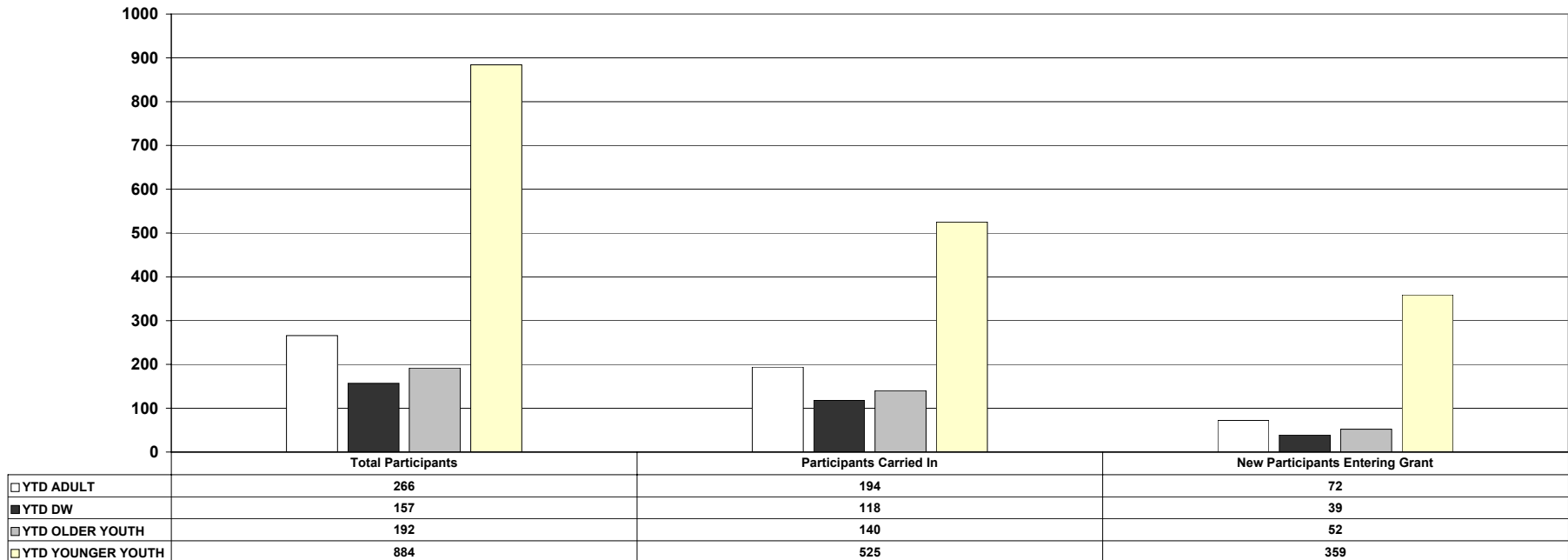
AVAILABLE:

Balance after expenditures and obligations

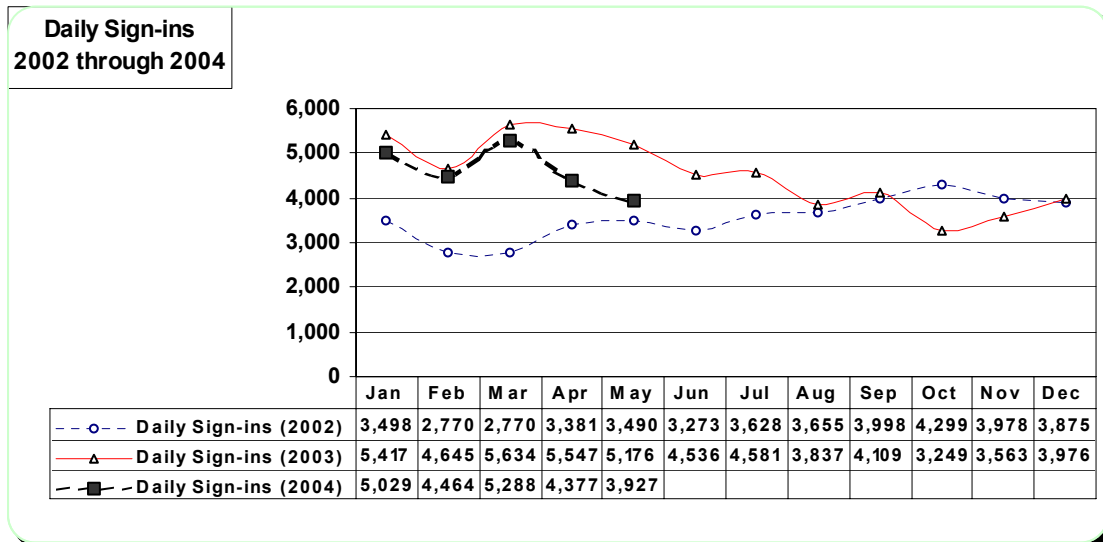
WIA PARTICIPANT SUMMARY REPORT
PY 2003/2004
May-04

	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
Total Participants	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
Total Participants Exiting WI	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
Program Activities/Services Summary														
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 3rd 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.

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

	May 03	Mar 04	Apr 04	May 04
Daily Sign-ins	5,176	5,288	4,277	3,927
Daily Questionnaires	2,939	1,897	1,640	1,458
First Visit	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?

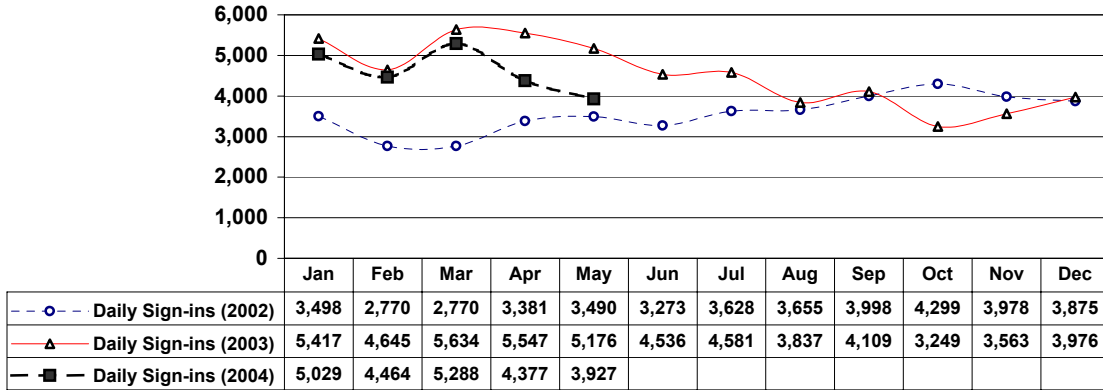
Newspaper ad	6	24	19	25
Radio ad	0	2	2	1
Flyer/Brochure	0	7	5	5
Friend/Family	8	31	15	16
EDD	1	25	7	8
Merced Mall	0	1	3	0
Billboard	1	0	1	1
TV ad	0	0	1	0
Internet	0	8	5	8
Walk-in	10	47	52	20
CalWORKs	5	20	20	16
Phonebook	1	7	4	1

Na = Not Asked

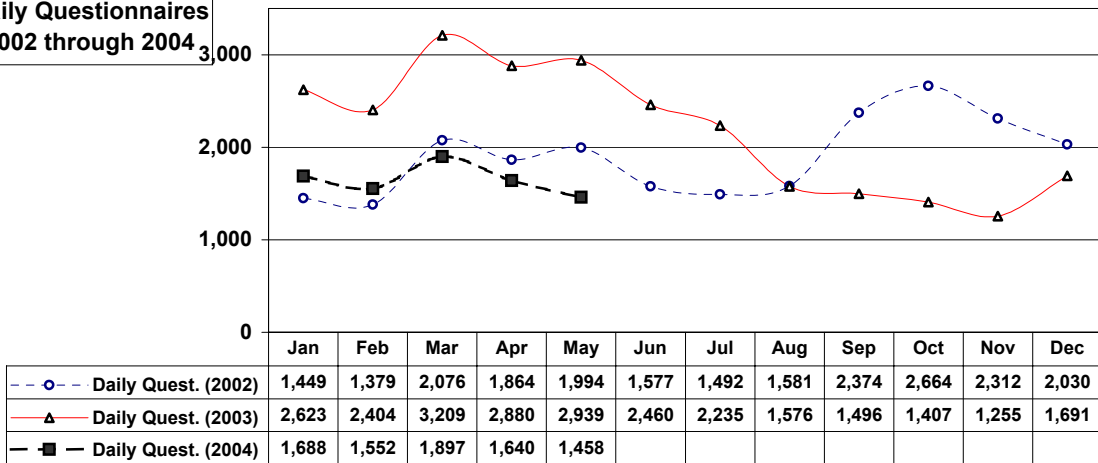
Marketing advertisements for May 2004.
05/1, 4-8, 18-22, 25-29/2004: Various Newspaper Ads
Worknet Signs placed inside all Merced "The Bus" buses.

**WorkNet - Annual Comparison
2002 through 2004**

**Daily Sign-ins
2002 through 2004**



**Daily Questionnaires
2002 through 2004**



**First Time Visitors
2002 through 2004**

