

**Workforce Investment Board**  
**Dept of Workforce Investment Large Conference Room**  
**1880 W. Wardrobe Ave, Merced, CA 95341**  
**Thursday, July 10, 2008, 3:00-5:00 p.m.**  
**Meeting Agenda**



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

1. Call to Order/Roll Call.....
2. Approval of Agenda .....
3. Approval of May 8, 2008 Minutes.....
4. Public Opportunity to Speak.....
5. Consent Agenda .....
- a. Exceptions to Individual Training Account Policy..... Brian Cutler
- b. Workforce Investment Board & Executive Committee Meetings for PY 08/09 ..... Brian Cutler
- c. Workforce Investment Board Membership – Ms. Amalee Jayasinghe ..... Alfredo Mendoza
- d. Workforce Investment Board Strategic Scorecard ..... Alfredo Mendoza
6. Action Agenda .....
- a. At-large Member Election (if needed) – No Paper..... Brian Cutler
- b. Recertification of Los Banos Worknet Employment Resource Center ..... Brian Cutler
- c. Authorization to Sign Documents Resolution Approval Request ..... Alfredo Mendoza
7. Presentations .....
- a. California Army National Guard ..... Sgt. Robert Bender
- b. State Integration Pilot Project..... Andrea Baker
8. Member/Committee Reports .....
- a. Youth Council..... Rennise Ferrario
- b. P-16 Council ..... Lee Andersen
- c. BEAM Committee ..... Carol Greenberg
9. Information .....
- a. Fiscal Report ..... Jackie Walther-Parnell
- b. Labor Market Information ..... Brian Cutler
- c. Customer Service & Satisfaction Report..... Joanne Presnell
10. Director Comments.....(5 min)
11. Chair Comments .....(5 min)
12. Next Meeting – September 10, 2008 .....
13. Adjourn .....

**Workforce Investment Board**  
**Dept of Workforce Investment, Large Conference Rm**  
**1880 W. Wardrobe Ave, Merced, CA**  
**May 8, 2008, 3:00-5:00 p.m.**  
**Meeting Minutes**



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

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**Members Present:**

Lee Andersen  
Bob Bittner  
Ernie Flores  
Henry Ildefonso  
Anne Newins  
Vann (Mike) Smith

Andrea Baker  
Kathleen Cookham  
John Fowler  
Joseph Lombardi  
Alfonse Peterson  
Mike Sullivan

Don Bergman  
Rennise Ferrario  
Robert Harmon  
Albert Montejano  
Al Romero  
Nancy Ugarte

**Members Absent:**

Edward Dietz  
Carol Greenberg  
David Long  
Rick Osorio  
Thomas Tsubota

Ben Duran  
Darren Hughes  
Steve Newvine  
Carole Roberds

Peter Fluetsch  
Garith Krause  
Terry Nichols  
John Stewart

**Others Present:**

Brian Cutler  
Teresa Kinney  
Joanne Presnell  
Jackie Walther-Parnell

Eddie Harding  
Dee Knight  
Loretta Schlosser

Amalee Jayasinghe  
Alfredo Mendoza  
Pedro Vargas

- 
1. Call to Order/Roll Call – The Chair, Mr. Robert Harmon, called the meeting to order at 3:08 p.m. Roll call was taken.
  2. Approval of Agenda – It was *M/S/C Romero/Peterson* to approve the agenda as published.
  3. Approval of Minutes – It was *M/S/C Bergman/Montejano* to approve the March 13, 2008 minutes.
  4. Public Opportunity to Speak – None.
  5. Consent Agenda: It was *M/S/C Fowler/Montejano* to approve items a. through g. of the Consent Agenda (*abstain Newins on item b., and abstain Andersen on item e.*).
    - a. Merced PLATO Lab – Merced Adult School
    - b. Los Banos PLATO Lab – Merced College
    - c. Memorandum of Understanding Amendment with Dept of Rehabilitation
    - d. One-Stop Certification
    - e. Youth Program Provider Selection
    - f. Workforce Investment Board Membership – Ms. Debra Glass
    - g. Workforce Investment Board Membership – Ms. Loretta Schlosser
  6. Action Agenda:
    - a. Workforce Investment Board Election: It was *M/S/C Bergman/Anderson* that the Workforce Investment Board (WIB) approve the following slate of officers:

Albert Montejano	WIB Chairperson
Alfonse Peterson	1 <sup>st</sup> Vice Chair
Steve Newvine	2 <sup>nd</sup> Vice Chair

b. Amendment to In-School Youth Contract: It was *M/S/C Peterson/Fowler (abstain Andersen)* to approve the amendment for the rescission of \$31,692 to the In-School Youth contract, and forward to the Board of Supervisors (BOS) for approval.

c. Amendment to Out-of-School Youth Contract – It was *M/S/C Montejano/Smith (abstain Andersen)* to approve the amendment for the rescission of \$21,128 to the Out-of-School Youth contract, and forward to the BOS for approval.

7. Presentations:

a. Monitoring Process: Mr. Brian Cutler gave a PowerPoint presentation on the monitoring process of the State and Federal contracts and grants received by the Department. Also, the objectives of the internal monitoring process were explained.

b. Washington, DC Trip: In February 2008, Ms. Andrea Baker, Mr. Don Bergman and Mr. Robert Harmon attended the National Association of Workforce Board Forum in Washington, DC. They provided the following information:

- Mr. Harmon noted the following things of interest the WIB should think about:
  - ✓ Help the businesses in developing their pipeline in hiring, retaining and retention.
  - ✓ Find out what businesses have in common and work with them to bring in talented employees.
  - ✓ Through the local Chambers of Commerce start a Junior Achievement.
  - ✓ Instead of summer jobs, change to internships for our youth.
  - ✓ At age 28, a large population return home for jobs.
  - ✓ The greatest satisfaction of retirement is the first six months.
  - ✓ People pick a place to work by finding a place where they would enjoy staying.
  - ✓ In making a presentation to Congress for funding, get excited about your program and send letters of support.
- Mr. Bergman noted the following:
  - ✓ Get all Chambers involved by having a representative on the WIB.
  - ✓ The Merced Chamber currently has a nine-month (once a week) Junior Leadership Training, which could be tied in with Junior Achievement.
  - ✓ In one of the sessions he attended, the keynote speaker focused on training young people for the future and not the current present. It is important to have a concentration on the math and sciences.
  - ✓ Another session he attended focused on the shortage of healthcare. We should be working with our universities to develop more medical training.
  - ✓ WIBs need to tell their story, to create a picture of that story and what they're doing, and get the public acquainted with that story. Also get the local and state politicians to know the importance of the WIB.

- Ms. Baker noted the following:
  - ✓ She attended a session on Innovative Funding Tactics, and one of the elements was regarding estates and trusts. Supervisor Crookham will introduce Ms. Baker to the Merced County Estate Commissioner for the possibility of looking at those who have left money to the community in the hope of using these funds for training services. There was also a lot of Washington updates given.
  - ✓ She also attended a session on getting Regional Innovation Grants. The Department just received one with Stanislaus and San Joaquin Counties for biotech. A biotech professional will be hired to develop a plan for the three counties to meet the needs of the biotech community.
  - ✓ There was another session on biotech partnering where San Diego partnered with its university and some businesses to develop a program where teachers and students are sent to boot camp in the summer to learn about particular businesses. Our WIB could grow this type of program for our youth.
  - ✓ One of the profound statements about what workforce should be doing was made by a keynote speaker—“It has never been more important and less of a sure thing. It’s like training for the Olympics when you don’t know what sport you are going to be in. Two things you can count on: 1) The work in a diverse workplace and 2) You will need to be a problem solver.” This is the challenge to our educators.

c. Recognition of Outgoing Members: A Certificate of Appreciation was given to Mr. John Fowler, Ms. Anne Newins and Mr. Don Bergman for their many years of dedicated service to the WIB.

Ms. Baker presented a gavel plaque to the Chair, Mr. Robert Harmon, for his many years of devoted service to the youth and WIB, and the years he served as Chair.

## 8. Member Committee Reports:

a. P-16 Council: Mr. Lee Andersen noted at the last meeting they had representatives present from proud care, preschool, kindergarten to 12<sup>th</sup> grade, and all three primary higher education systems. They reviewed and approved a new set of goals for each of the sectors present that not only work for each sector, but work cross sector. The P-16 continues to get positive attention from a variety of funding sources, and just recently completed a cutting-edge project with some of that funding.

b. Ad Hoc Economic Development Committee: Mr. Albert Montejano gave an overview of the meeting held on Mar 27, 2008. Mr. Thomas Smith of PG&E gave a PowerPoint presentation on Renewal and Alternative Energy, and there was a question and answer period afterwards. The committee is continuing to look at other alternatives for renewal energy, and the next presentation will be made by Merced County Irrigation District.

c. BEAM Committee: Ms. Baker noted there was a BEAM meeting this week, and she received a plaque for her outstanding leadership in representing the WIB, and a Certificate of Appreciation that was also signed by one of the preschool children. The preschoolers gave a wonderful presentation. BEAM needs the continued support and involvement of the businesses in the community.

## 9. Information Agenda:

- a. Workforce Investment Act Budget Rescission
- b. Regional Innovative Grant (RIG)

- c. Advocacy
- d. Letter from Dr. Ben Duran
- e. WIB Resignation – Mr. Lyle Wright
- f. Fiscal Reports
- g. Participant Reports
- h. Labor Market Information
- i. Ad Hoc Committee Notes – Located on WIB Website (or faxed upon request)

**10.** Director's Comments: Ms. Baker noted the Department received a copy of a letter that was sent this week to the Governor from Assemblymember Galgiani requesting funding in behalf of the RN Program in Merced County.

**11.** Chair Comments: The Chair noted staff provided an information sheet to all WIB members that summarizes the committees, organizations and collaboratives supported by the WIB. The Chair noted three WIB members, Mr. Mike Sullivan, Mr. Joseph Lombardi and himself, would be attending the LVN/RN graduation on May 21 and 22, 2008. The Chair thanked each WIB member and staff for their support and dedication to the WIB. He is convinced this WIB can make a difference in Merced County.

**12.** Next Meeting – July 10, 2008, Dept of Workforce Investment, 1880 W, Wardrobe Ave, Merced.

**13.** Adjourn - Meeting was adjourned 4:07 p.m.

**TO: WIB**

**DATE: 07/10/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Exceptions to Individual Training Account (ITA) Policy**

**PROPOSED MOTION(S): Ratify the Executive Committee's decision, on 7/07/08, to 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](http://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: WIB**

**DATE: 07/10/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

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

**PROPOSED MOTION(S): Ratify the Executive Committee’s decision to approve proposed/amended meeting calendar for new program year.**

**DISCUSSION: Following is the meeting schedule for the WIB,**

<b>WIB and WIB Committees</b>	<b>Interval</b>		<b>Meeting Dates</b>	
WIB 3:00-5:00 p.m.	Bimonthly	2 <sup>nd</sup> 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 <sup>st</sup> 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 <sup>nd</sup> 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: Workforce Investment Board**

**DATE: 07/10/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

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

**PROPOSED MOTION(S):** Ratify the Executive Committee’s decision to 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: WIB**

**DATE: 07/10/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Workforce Investment Board Strategic Scorecard**

**PROPOSED MOTION(S): Ratify the Executive Committee's decision to accept the updated Workforce Investment Board's (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 current 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 • 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 One Stop Management	Biannually (Jan/July)	Exec
b. Input from Customers Is Used To Improve Services	Rating to meet or exceed		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"> <li>• Demographics</li> <li>• White – 40.6%</li> <li>• Hispanic – 45.3%</li> <li>• Asian – 6.8%</li> <li>• African Amer – 3.8%</li> <li>• Amer Indian – 1.2%</li> <li>• Others – 2.3%</li> </ul> <p>• Performance Measures</p> <p>b. Report Results:</p> <ul style="list-style-type: none"> <li>• Audits</li> </ul>	<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>

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<ul style="list-style-type: none"> <li>Monitoring</li> <li>Youth Quarterly Program Reports</li> <li>Out-of-School Youth</li> <li>Younger Youth</li> </ul> <p>c. Resources are Allocated Appropriately:</p> <ul style="list-style-type: none"> <li>The Selected Industry Cluster and Occupations Within The Cluster Are Being Supported</li> <li>Quality Controls</li> <li>Productivity</li> </ul>	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 Data	Annually (July)	Exec
Attainment	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"> <li>Obligations</li> <li>Accruals (Expenses)</li> <li>Encumbrances</li> <li>By funding source</li> <li>By service</li> <li>Plan vs. Actual</li> </ul>	80% Expended by End of Year	Fiscal Reports	Monthly	Exec
2. Revenue & Resources: <p>a. Grants</p>	#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

**Glossary**

Exec - WIB Executive Committee

YC - Youth Council

Revision Date: July 10, 2008

**TO: WIB**

**DATE: 07/10/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Affiliate Site Recertification – Los Banos**

**PROPOSED MOTION(S):** To ratify the Executive Committee’s decision, on 7/7/08, to approve 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 7<sup>th</sup> 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 7<sup>th</sup> 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](mailto:jpresnell@co.merced.ca.us)

**Official Point of Contact**

**Bernedette Castaneda**, Program Manager  
800 7<sup>th</sup> Street  
Los Baños, CA 93635  
Phone: 209-710-6243  
Fax: 209-826-1588  
Email: [bcastaneda@co.merced.ca.us](mailto:bcastaneda@co.merced.ca.us)

**Sandy Lemas, Supervising Employment & Training Specialist**

800 7<sup>th</sup> Street  
Los Baños, CA 93635  
Phone: 209-826-7241 ext. 12  
Fax: 209-826-3754  
Email: [slemas@co.merced.ca.us](mailto:slemas@co.merced.ca.us)

**Authorized Signature:**

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Signature: **Joanne Presnell**, Assistant Director

Date: \_\_\_\_\_

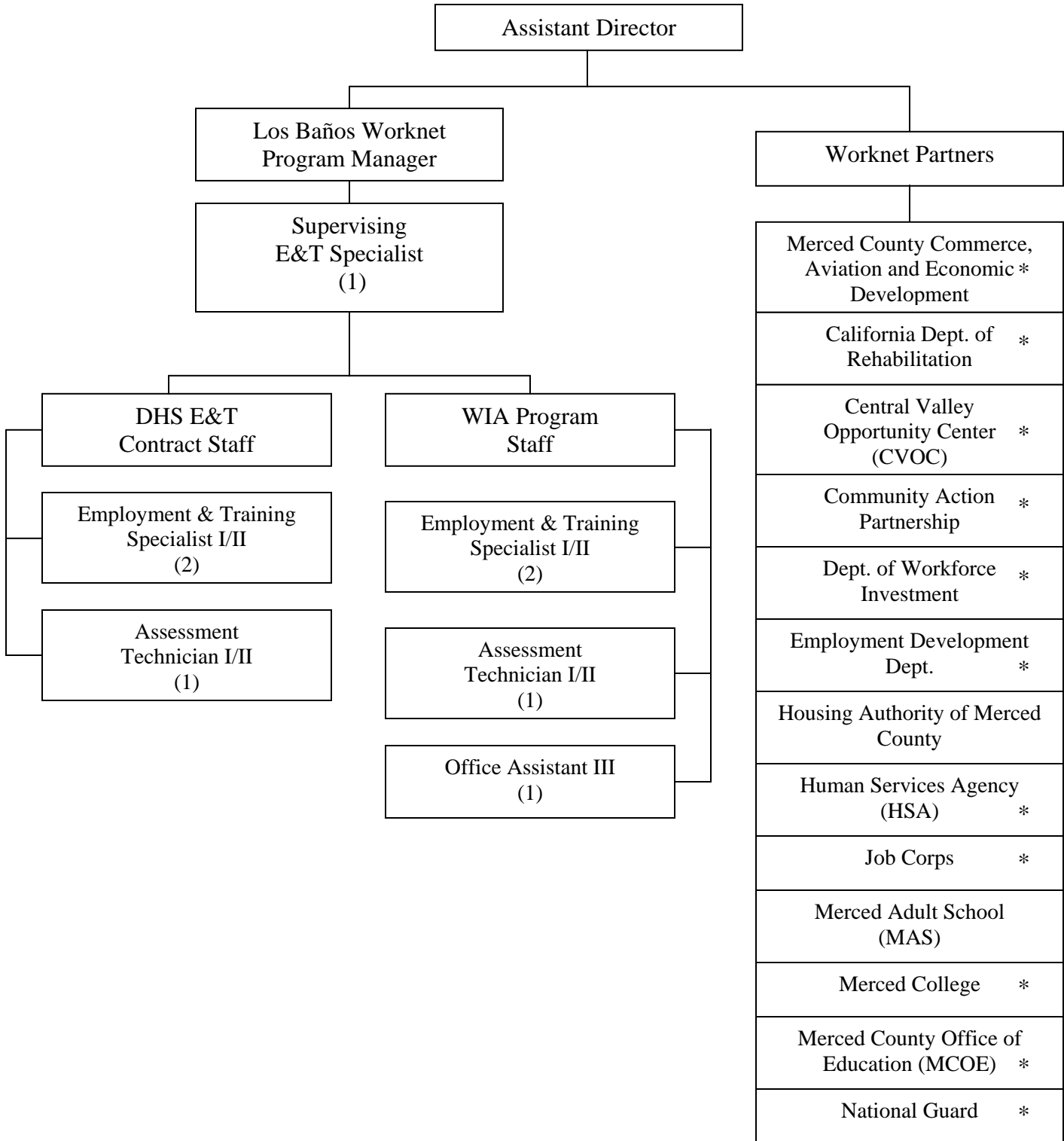
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## Glossary

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

**DATE: 07/10/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Authorization to Sign Documents Resolution Approval Request**

**PROPOSED MOTION(S):** Accept the Executive Committee's decision to update Authorization to Sign Documents Resolution (No. 2006-176), and forward recommendation to the Board of Supervisors for approval.

**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** ) **RESOLUTION NO. 2008-**  
**AUTHORIZATION TO EXECUTE** )  
**DOCUMENTS RELATED TO THE** )  
**WORKFORCE INVESTMENT ACT** )  
 )

**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: Workforce Investment Board**

**DATE: 07/10/08**

**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.

Staff will be present at the meeting to answer questions.

**ATTACHMENT(S):**

FY 2007/08 WIA Fiscal Report

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 FY to Date	Available	Percent Expended to Date	Total Obligated Funds	Available after Obligations	Percent Spent + Obligated	Total Committed Funds	Available after Committed	Pct Spent + Obligated + Committed		
<b>ADULT</b>																	
07/08 Allocation	\$ 273,513	\$ 1,470,295	Core A \$ 313,771 Core B \$ 433,231 Intensive \$ 117,021 Training \$ 459,243 Total \$ 1,323,266	\$ 364,583 \$ 503,389 \$ 135,972 \$ 533,613 \$ 1,537,557	\$ (14,804) \$ (20,442) \$ (5,520) \$ (14,602) \$ (55,369)	\$ 349,779 \$ 482,947 \$ 130,451 \$ 519,011 \$ 1,482,188	\$ 319,772 \$ 464,711 \$ 104,878 \$ 244,697 \$ 1,134,058	91.42% 96.22% 80.40% 47.15% 76.51%	\$ 1,127 \$ 1,662 \$ 513 \$ 39,400 \$ 42,703	\$ 28,680 \$ 16,574 \$ 25,060 \$ 234,914 \$ 305,428	91.74% 96.57% 80.79% 54.74% 79.39%	\$ 28,880 \$ 16,574 \$ 25,060 \$ 234,914 \$ 305,428	\$ - \$ - \$ - \$ - \$ -	100.00% 100.00% 100.00% 100.00% 100.00%			
<b>DISPLACED WORKER</b>																	
07/08 Allocation		\$ 1,099,664	Core A \$ 318,873 Core B \$ 318,255 Intensive \$ 96,107 Training \$ 223,463 Total \$ 959,698	\$ 424,327 \$ 383,787 \$ 115,896 \$ 269,476 \$ 1,193,487	\$ (66,298) \$ 39,939 \$ (4,213) \$ (16,187) \$ (47,299)	\$ 358,029 \$ 423,186 \$ 111,683 \$ 253,289 \$ 1,146,188	\$ 260,207 \$ 418,227 \$ 75,470 \$ 162,353 \$ 916,257	72.66% 98.83% 67.57% 64.10% 79.94%	\$ 858 \$ 1,494 \$ 246 \$ 11,261 \$ 13,859	\$ 96,964 \$ 3,465 \$ 35,968 \$ 79,675 \$ 216,072	72.92% 99.18% 67.79% 68.54% 81.15%	\$ 96,964 \$ 3,465 \$ 35,968 \$ 79,675 \$ 216,072	\$ - \$ - \$ - \$ - \$ -	100.00% 100.00% 100.00% 100.00% 100.00%			
<b>YOUTH</b>																	
07/08 Allocation		\$ 1,590,556	In School \$ 858,900 Out of School \$ 572,601 Total \$ 1,431,501	\$ 1,221,125 \$ 814,084 \$ 2,035,209	\$ (26,797) \$ (40,195) \$ (66,992)	\$ 1,194,328 \$ 773,889 \$ 1,968,217	\$ 652,997 \$ 161,150 \$ 2,164,147	54.67% 78.97% 64.23%	\$ 307,326 \$ 76,008 \$ 383,334	\$ 234,005 \$ 86,731 \$ 320,736	80.41% 88.79% 83.70%	\$ 234,005 \$ 86,731 \$ 320,736	\$ - \$ - \$ -	100.00% 100.00% 100.00%			
<b>ADMINISTRATIVE</b>																	
All Formula Grants	\$ 1,252,501	\$ 4,160,515	Total Admin \$ 416,050 Total \$ 4,160,515	\$ 646,762 \$ 5,413,016	\$ (7,419) \$ (17,079)	\$ 639,343 \$ 5,235,937	\$ 386,112 \$ 3,700,574	60.39% 70.68%	\$ 983 \$ 440,878	\$ 252,249 \$ 1,094,465	60.55% 79.10%	\$ 918,623 \$ 175,862	\$ - \$ -	72.49% 96.64%			
<b>RAPID RESPONSE/15%/25%</b>																	
Formula Rapid Response (541)	\$ (5,107)	\$ 208,630	Rapid Resp. \$ 208,630	\$ 203,523	\$ 203,523	\$ 203,523	\$ 196,612	96.60%	\$ 1,057	\$ 5,955	97.12%	\$ 5,855	\$ -	100.00%			
CalGRIP		\$ 400,000	CalGRIP \$ 400,000	\$ 400,000	\$ 400,000	\$ 400,000	\$ 8,166	2.04%	\$ 81	\$ 391,753	2.06%	\$ 317,553	\$ 360,000	10.00%			
CVOC/DWI Joint Project (537)	\$ 30,578		CVOC \$ -	\$ 30,578	\$ 30,578	\$ 30,578	\$ 30,578	100.00%	\$ -	\$ -	100.00%	\$ -	\$ -	100.00%			
High Concentration of Youth (648)	\$ 55,000		HCoY \$ -	\$ 55,000	\$ 55,000	\$ 55,000	\$ 55,000	100.00%	\$ -	\$ -	100.00%	\$ -	\$ -	100.00%			
	\$ 80,471	\$ 608,630	Total \$ 208,630	\$ 689,101	\$ 689,101	\$ 689,101	\$ 290,356	42.14%	\$ 1,137	\$ 397,609	42.30%	\$ 37,608	\$ 360,000	47.76%			
<b>INCENTIVE AWARDS</b>																	
07/08 Award (Amount TBD)			Incentive \$ -	\$ 22,656	\$ (22,656)	\$ 20,950	\$ 20,314	96.98%	\$ -	\$ 636	96.96%	\$ -	\$ 636	96.96%			
PY Cash Balances 6/30/07	\$ 22,656		Total \$ -	\$ 22,656	\$ -	\$ 22,656	\$ 22,020	97.19%	\$ -	\$ 636	100.00%	\$ -	\$ -	100.00%			
Designated for RN Supportive Svcs																	
Other Incentive Costs																	
	\$ 22,656	\$ -	Total \$ -	\$ 22,656	\$ -	\$ 22,656	\$ 22,020	97.19%	\$ -	\$ 636	97.19%	\$ -	\$ -	100.00%			
<b>OTHER (DoL, Contract, etc.)</b>																	
Federal LVN Grant*	\$ 1,850,443		LVN Project \$ -	\$ 1,850,443	\$ 1,850,443	\$ 1,850,443	\$ 540,628	29.22%	\$ 927,228	\$ 382,597	79.32%	\$ 382,587	\$ -	100.00%			
San Joaquin Manufacturing Contract*	\$ 90,000		San Joaquin \$ -	\$ 90,000	\$ 90,000	\$ 90,000	\$ 36,931	41.03%	\$ 41,705	\$ 11,364	87.37%	\$ 11,364	\$ -	100.00%			
Madera Dislocated Worker Contract**	\$ 88,163		Madera \$ -	\$ 88,163	\$ 88,163	\$ 88,163	\$ 88,163	100.00%	\$ -	\$ -	100.00%	\$ -	\$ -	100.00%			
COWC (WorkKeys) Contract*	\$ 99,137		COWC \$ 99,137	\$ 99,137	\$ 99,137	\$ 99,137	\$ 52,039	52.45%	\$ 74	\$ 47,024	52.57%	\$ 47,024	\$ -	100.00%			
MCC Career Advancement Academy	\$ 10,000		MCC \$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 7,221	72.21%	\$ 32	\$ 2,748	72.52%	\$ 2,748	\$ -	100.00%			
	\$ 2,028,606	\$ 109,137	Total \$ 109,137	\$ 2,137,743	\$ -	\$ 2,137,743	\$ 724,982	33.91%	\$ 969,039	\$ 443,722	79.24%	\$ 443,723	\$ -	100.00%			

\* 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%



# The Quick Look

## A Merced County Labor Market Review - May 2008

Welcome to the Merced County labor market review. The Quick Look 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 West Wardrobe Avenue, Merced, CA 95340. Telephone (209) 724-2145. Email: [pitd131@co.merced.ca.us](mailto:pitd131@co.merced.ca.us) or to EDD's Labor Market Information Division at (916) 262-2162.

Merced County Data not adjusted for Seasonality	Labor Force and Industrial Employment					
	March 2006 Benchmark				Percent Change	
	May 07	Mar 08	Apr 08	May 08	Month	Year
Civilian Labor Force	101,500	105,800	105,000	106,400	1.3%	4.8%
Civilian Employment	91,900	91,400	92,200	94,000	2.0%	2.3%
Civilian Unemployment	9,600	14,400	12,800	12,400	-3.1%	29.2%
Civilian Unemployment Rate	9.5%	13.6%	12.2%	11.7%		
(CA Unemployment Rate)	4.9%	6.5%	6.1%	6.5%		
(U.S. Unemployment Rate)	4.3%	5.2%	4.8%	5.2%		
Total, All Industries	71,000	69,500	70,700	72,700	2.8%	2.4%
Total Farm	11,400	10,200	11,000	12,500	13.6%	9.6%
Total Nonfarm	59,600	59,300	59,700	60,200	0.8%	1.0%
Total Private	43,900	43,300	43,600	44,000	0.9%	0.2%
Goods Producing	12,400	12,000	12,200	12,500	2.5%	0.8%
Natural Resources and Mining and Constuction	3,300	2,900	2,900	3,000	3.4%	-9.1%
Construction	3,300	2,900	2,900	3,000	3.4%	-9.1%
Manufacturing	9,100	9,100	9,300	9,500	2.2%	4.4%
Durable Goods	1,800	1,900	2,000	2,000	0.0%	11.1%
Nondurable Goods	7,300	7,200	7,300	7,500	2.7%	2.7%
Service Providing	47,200	47,300	47,500	47,700	0.4%	1.1%
Private Service Producing	31,500	31,300	31,400	31,500	0.3%	0.0%
Trade, Transportation and Utilities	11,900	11,800	11,800	11,900	0.8%	0.0%
Wholesale Trade	1,800	1,800	1,800	1,800	0.0%	0.0%
Retail Trade	7,800	7,900	7,900	8,000	1.3%	2.6%
Food and Beverage Stores	1,700	1,700	1,700	1,800	5.9%	5.9%
General Merchandise Stores	1,700	1,800	1,800	1,800	0.0%	5.9%
Residual - Miscellaneous Store Retailers	4,400	4,400	4,400	4,400	0.0%	0.0%
Transportation, Warehousing and Utilities	2,300	2,100	2,100	2,100	0.0%	-8.7%
Information	1,400	1,300	1,300	1,300	0.0%	-7.1%
Financial Activities	1,900	1,900	1,900	1,900	0.0%	0.0%
Finance and Insurance	1,200	1,200	1,200	1,200	0.0%	0.0%
Real Estate and Rental and Leasing	700	700	700	700	0.0%	0.0%
Professional and Business Services	4,100	4,300	4,300	4,300	0.0%	4.9%
Educational and Health Services	5,600	5,500	5,500	5,500	0.0%	-1.8%
Leisure and Hospitality	5,000	5,000	5,100	5,100	0.0%	2.0%
Food Services and Drinking Places	4,200	4,300	4,300	4,300	0.0%	2.4%
Residual - Arts, Entertainment, and Recreation	800	700	800	800	0.0%	0.0%
Other Services	1,600	1,500	1,500	1,500	0.0%	-6.3%
Government	15,700	16,000	16,100	16,200	0.6%	3.2%
Federal Government	800	800	800	800	0.0%	0.0%
State Government	1,600	1,800	1,800	1,800	0.0%	12.5%
Local Government	13,300	13,400	13,500	13,600	0.7%	2.3%

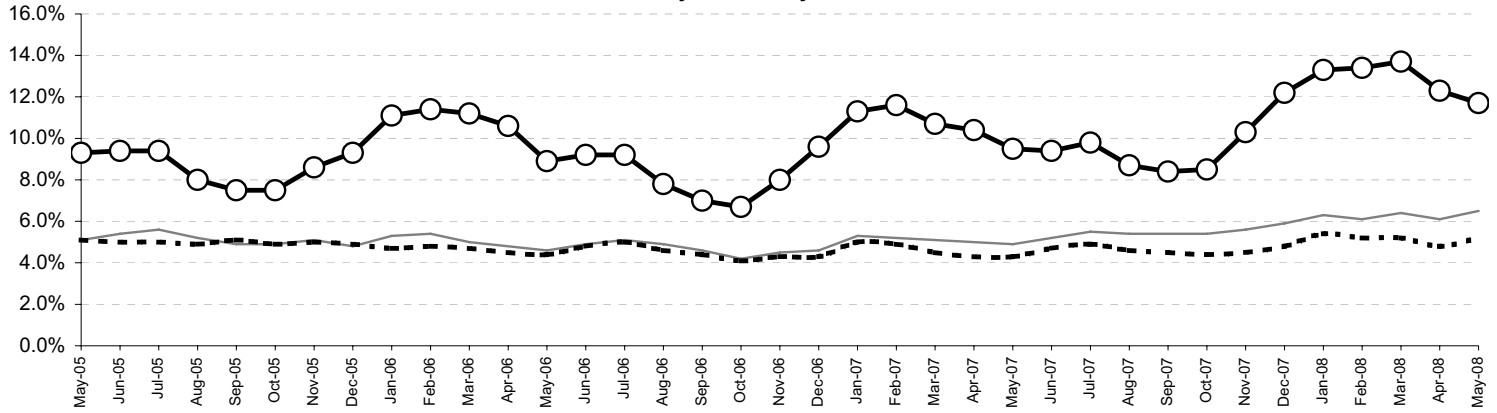
The County continues with one of the highest unemployment rates in the State, ranking 55th out of 58 counties in the month of May. The preliminary result is a decrease of 0.5 percentage points in the unemployment rate from the April rate. For year ago data, this preliminary figure is an increase of 2.2 percentage points in the unemployment rate.

Overall, the County's Civilian Labor Force increased by 1400 persons over last month's figure and an increase of 4,900 persons over year ago figure. Industrial employment increased by 2000 jobs in May over April's figure and an increase of 1,700 jobs over year ago's figures.

## The Quick Look

May 2008

Merced County, California, and the United States  
Unemployment Rate  
May 2005 to May 2008

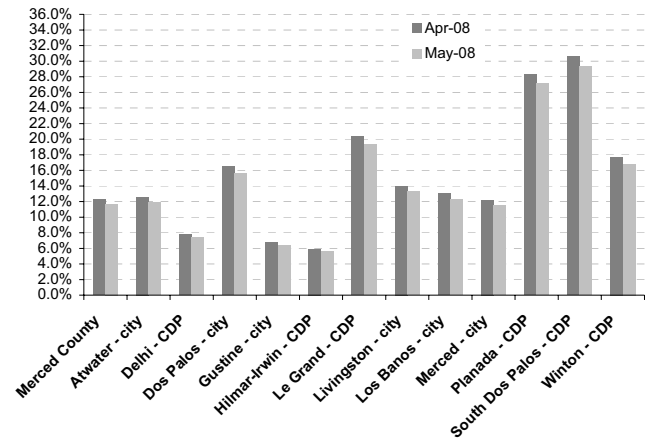


### Sub County average unemployment rates for the county, cities, and municipalities.

Area Name	Labor Force	Employment	Unemployment	
			Number	Rate
Merced County	106,400	94,000	12,400	11.7%
Atwater city	12,500	11,000	1,500	11.9%
Delhi CDP	4,100	3,800	300	7.4%
Dos Palos city	2,000	1,700	300	15.6%
Gustine city	2,600	2,400	200	6.4%
Hilmar Irwin CDP	2,900	2,700	200	5.6%
Le Grand CDP	700	600	100	19.3%
Livingston city	5,200	4,500	700	13.3%
Los Banos city	13,200	11,600	1,600	12.3%
Merced city	31,500	27,900	3,600	11.5%
Planada CDP	1,800	1,300	500	27.1%
South Dos Palos CDP	400	300	100	29.3%
Winton CDP	4,000	3,300	700	16.8%

CDP - Census Designated Place

Merced County - Community Unemployment

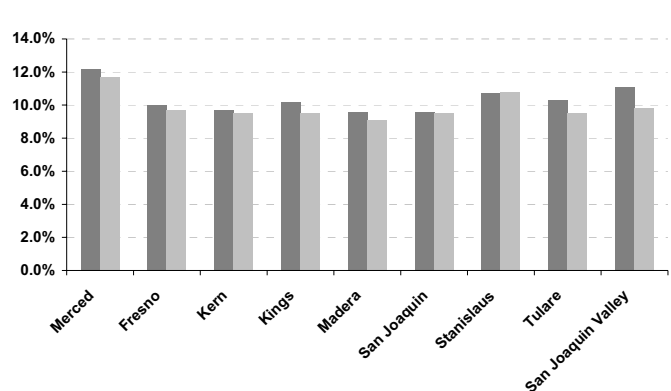


Merced County's workforce has grown over the past 16 years reflecting improvement of the County's economic well being; however, unemployment remains a consistent barrier to greater prosperity. Average unemployment has fluctuated from an annual low of 9.3 percent to an annual high of 17.5 percent.

### Counties in the San Joaquin Valley Quick Look

County	Rank	Labor Force	Employ	Unemployed	Rate
Merced	55	106,400	94,000	12,400	11.7%
Fresno	49	440,700	398,200	42,500	9.7%
Kern	45	356,700	322,900	33,800	9.5%
Kings	45	60,000	54,300	5,700	9.5%
Madera	41	65,500	59,500	6,000	9.1%
San Joaquin	45	306,100	277,100	29,000	9.5%
Stanislaus	51	236,000	210,600	25,400	10.8%
Tulare	45	202,100	182,900	19,200	9.5%
San Joaquin Valley		1,773,500	1,599,500	174,000	9.8%

Counties in the San Joaquin Valley  
Unemployment Rates







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

Merced County Department of Workforce Investment

## Daily Sign-ins

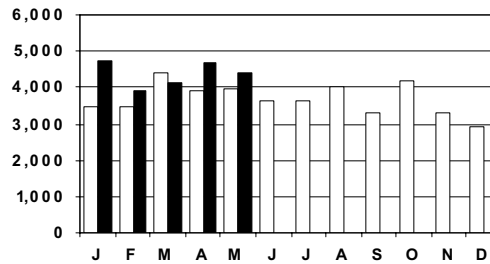
Daily sign-ins for May totaled 4,383, down 318 from the previous month and up 402 from May 2007. Daily sign-ins for the month of May are above the 6 year average.

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

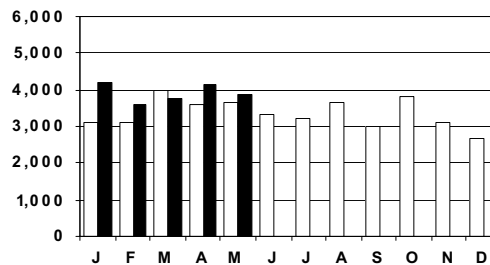
Return visits for May totaled 3,878, down 283 from the previous month and up 208 from May 2007. Return visits for the month of May are above the 6 year average.

May's 6 year average: 3,831

2007 annual average: 3,353

**Returning Visitors  
2007 & 2008**

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



## First Visits

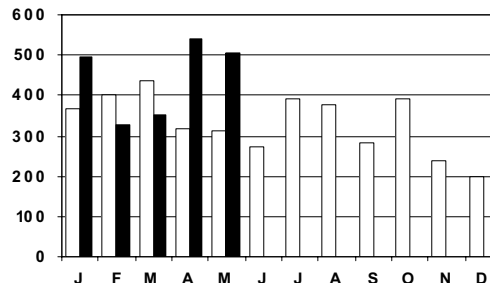
First Visits for May totaled 505, down 35 from the previous month and up 194 from May 2007. First Visits for the month of May are above the 6 year average.

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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## 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?**

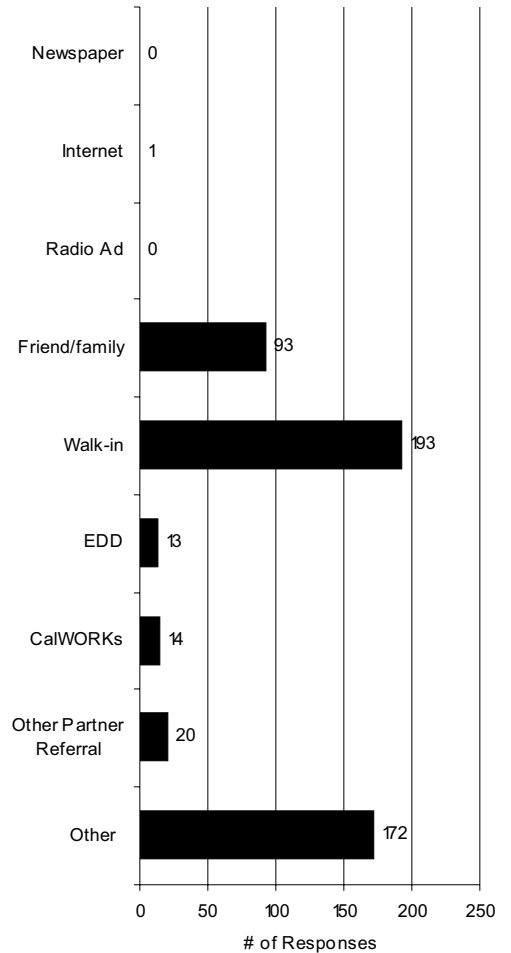
*Responses from first-time visitors*

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?**

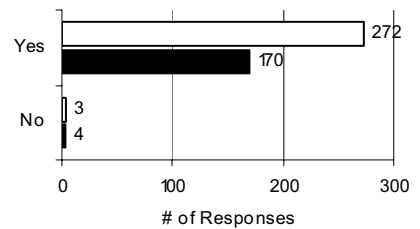
Of those responding to this question, 97.65 percent of our customers would refer our services to others.

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



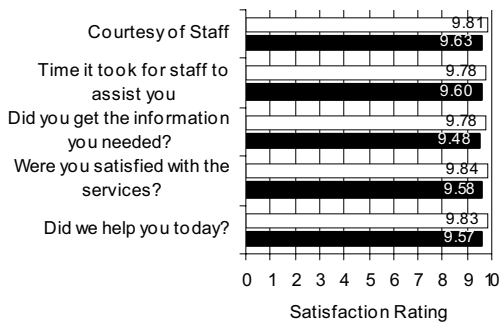


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**Customer Satisfaction**

□ May-07  
■ May-08



**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.

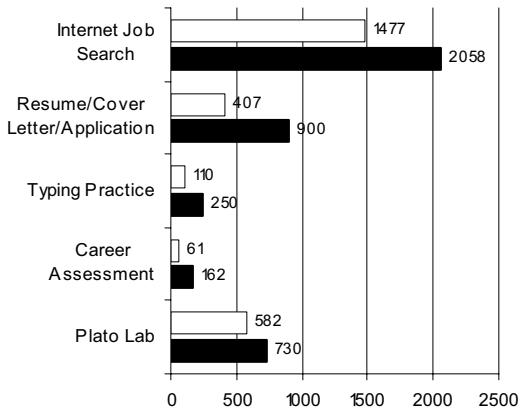
*“Consistently we see overall ratings for all questions in this category to be greater than 9.48 out of 10.”*

**Return Rate For Customer Satisfaction Survey**

Both Locations: 4.11%  
Merced: 5.42%  
Los Banos: 2.70%

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

□ May-07  
■ May-08



**How our customers use our services**

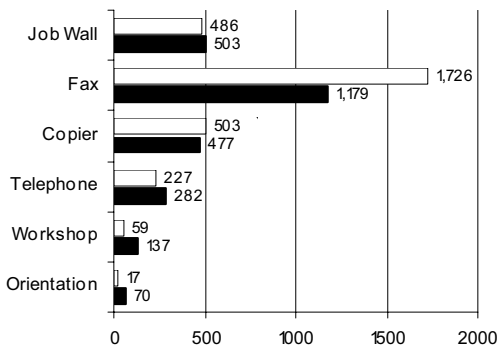
Computer related services are always the ones most used by our customers, with customers using one or more such services 4,100 times in May.

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**

□ May-07  
■ May-08



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

	<b>May-07</b>	<b>Mar-08</b>	<b>Apr-08</b>	<b>May-08</b>
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
<b>How did you hear about us? - responses from first-time visitors beginning July 2007</b>				
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
<b>What did our customers use?</b>				
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
<b>Customer Satisfaction</b>				
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
<b>Would you refer our services to others?</b>				
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**

<b>Who were our visitors</b>	<b>Merced</b>	<b>Los Banos</b>	<b>Both Locations</b>
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
<b>How did you hear about us?</b>			
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
<b>What did our customers use?</b>			
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
<b>Customer Satisfaction</b>			
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
<b>Would you refer our services to others?</b>			
Yes	118	52	170
No	4	0	4



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

Merced County Department of Workforce Investment

**Page 6**

### **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