



**Workforce Investment Board
City of Merced - Sam Pipes Meeting Room
678 West 18th Street
Merced, CA
July 14, 2005 3:00-5:00 p.m.
Meeting Agenda**

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

- I.** Call to Order/Roll Call.....
- II.** Approval of Agenda
- III.** Approval of May 12, 2005 Minutes.....
- IV.** Public Opportunity to Speak.....
- V.** Introduction of New WIB members..... Nellie McGarry (5 min)
- VI.** Consent Agenda
 - a. P-16 Funding - Secretary II..... Nellie McGarry
- VII.** Information Agenda
 - a. Recertification of Worknet Employment Resource CenterAlbert Montejano
 - b. Selection of Industry Cluster.....Mike Sullivan
 - c. Demo Grant Update.....Jackie Walther-Parnell
 - d. Fiscal Report..... Jackie Walther-Parnell
 - e. Participant Data ReportsDave Cramer
 - f. LMI UpdatesDave Cramer
 - g. Committee Reports - www.co.merced.ca.us/wi/wib/wib.html (or faxed upon request)
- VIII.** Presentations
 - a. Child Abuse Treatment (CHAT)Dave Schilling (5 min)
 - b. P-16 Presentation Sharon Twitty/Evelyn Eagleton (20 min)
 - c. Safeway Promotional VideoDave Davis (5 min)
- IX.** Implication for Action Workgroups..... Nellie McGarry (40 min)
- X.** Implication for Action Workgroups Report Out..... Nellie McGarry (20 min)
- XI.** Legislative Advocacy Report/Director’s Comments Andrea Baker (5 min)
- XII.** Chair Comments Nellie McGarry (5 min)
- XIII.** Other
- XIV.** Next Meeting –September 8, 2005
- XV.** Adjourn

**Workforce Investment Board
Merced County Agriculture Extension
2139 W. Wardrobe Ave
Merced, CA
May 12, 2005 3:00-5:00 p.m.
Meeting Minutes**



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

Members Present:

Lee Andersen	Andrea Baker	Nicolas Benjamin
Ben Duran	Phil Flores	Peter Fluetsch
John Fowler	Scott Galbraith	Ned Miller
Albert Montejano	Anne Newins	Terry Nichols
Al Peterson	Carole Roberds	Al Romero
Mike Smith	Mike Sullivan	

Members Absent:

Ed Anderson	Don Bergman	Bob Bittner
Sharon Cresswell	Kathleen Crookham	Ernie Flores
Carol Greenberg	Jeremiah Greggains	Robert Harmon
Charlie Lambert	Rick Osorio	Steve Tinetti
Tom Tsubota		

Others Present:

Donna Barnes	Dave Davis	Eddie Harding
Al Kratzer	Joanne Presnell	Penny Sawyer
John Spevak	Jackie Walther-Parnell	

- I.** Call to Order/Roll Call - The meeting was called to order by the Chair, Nellie McGarry. Roll call was taken by Donna Barnes.
- II.** Approval of Agenda - It was M/S/C Fluetch/Miller to approve the agenda as written.
- III.** Approval of Minutes – It was M/S/C Fowler/Roberds to approve the minutes of March 10, 2005.
- IV.** Public Opportunity to Speak - Penny Sawyer and John Spevak, both from Merced College were in attendance. Ms. Sawyer gave an overview of the RN/LVN programs. Mr. Spevak noted that, currently there are 96 students in the program. There was discussion on graduation rates from nursing programs. Ms. Sawyer noted that Merced is known for its rigorous program. She also noted, while the program structure is designed to produce quality health care professionals, staff are working on processes to ensure success. There was discussion on grants that Merced College uses to assist students.
- V.** Action Agenda
 - a. WIB Elections - It was M/S/C Miller/Fowler to accept the ballot of candidates as follows, Nellie McGarry - Chair, Mike Sullivan - 1st Vice Chair, and Albert Montejano – 2nd Vice Chair. It was M/S/C Fowler/Romero the candidates be affirmed by acclamation.
 - b. PLATO Lab – RFP Bidders Selection - It was M/S/C Fluetsch/Sullivan (abstentions: Duran, Peterson Roberds , Newins) to approve the recommendation to accept and submit the negotiated contracts to the Board of Supervisors.
 - c. Operational Agreements – Child Abuse Treatment (CHAT) - It was M/S/C Duran/Benjamin to approve the operational agreements between Human Services Agency and Workforce Investment Board. In

addition, some of the Board members requested additional information on the program at a future meeting.

- VI.** Consent Agenda – It was M/S/C Fowler/Anderson (abstention: Duran, Newins) to approve the consent agenda items a-e.
- a. WIB Membership – Bob Fore
 - b. WIB Membership – Larry Pitts
 - c. WIB Membership – Chris Rosander
 - d. Ratify RN Program Continuation
 - e. Ratify LVN Program Continuation

- VII.** Information Agenda
- a. PY 2004-2005 Performance Measures - Included in the meeting package.
 - b. Merced County Nursing Program Expansion and Medical Assistant Lattice Project (Health Link) – Andrea noted the Department of Workforce Investment applied for and was granted an award from the Governor’s 15% grant. The award was in the amount of \$683,000 for two years. Ms. Baker noted the funding will be available to help with training for medical assistants and other medical trades that create career lattices.
 - c. NEG Update – Included in the meeting package.
 - d. Safeway Promotional Video – The video was not shown due to technical difficulties.
 - e. LMI Updates – Included in the meeting package.
 - f. Fiscal/Participant Data Reports – included in the meeting package.
 - g. Committee Reports - www.co.merced.ca.us/wi/wib/wib.html

- VIII.** Legislative Advocacy Report/Director’s Comments – Ms. Baker gave an overview of the proposed legislation, which she noted currently does not include “WIA Plus” in current bill. Ms. Baker reported the Bureau of Labor Statistics used incorrect statistics to calculate the allocation, therefore, the original information provided to Merced County was incorrect and it is anticipated there will not be further information on the allocation until June.

The workforce housing task force information should be going to the Merced County Board of Supervisors in July.

The Department of Workforce Investment will be participating in Armed Forces Day, May 2. The department will have a Worknet booth at the information fair.

There will be WIB certification training June 14, 8:00-5:00.

- IX.** Chair Comment - Nellie McGarry thanked the Board for support over the last year. She expressed her plan to move the Board forward over the next year and to address critical youth issues.

- X.** Other - Albert Montejano shared with the WIB how his involvement with the WIB has proved valuable in connecting the City Council, work, and the Board functions.

- XI.** Next Meeting –July 14, 2005

- XII.** Adjourn - Meeting adjourned 3:55 p.m.

TO: WIB

DATE: 07/14/05

FROM: WIB Executive Committee

For Action

For Information

For Discussion

SUBJECT: Financial Support of P-16 Council

PROPOSED MOTION(S): That the WIB ratify the Executive Committee's action to provide \$5,000 financial support for the P-16 Council to be used to leverage other funds to employ a full-time Council staff person.

DISCUSSION: The P-16 Council has requested that the Workforce Investment Board provide \$5,000 to be used by MCOE to hire a full-time P-16 support person who will primarily provide clerical support at the level of Secretary II.

The total cost of employing the P-16 support person for one year is \$45,489. First Five Children and Families Commission has committed to providing \$5,000. Requests are now in process for the other organizations:

Participating School Districts	\$20,000
UC Merced	\$ 5,000
Businesses, community agencies, and individuals	\$10,489

The Council has set August 2005 as the target date for having the new employee hired and ready to work.

The source of the WIB's \$5,000 will be WIA Youth Admin funds. The Executive Committee voted during its June 27, 2005 meeting to approve the P-16 Council's request.

**ATTACHMENTS: MCOE Request Letter dated May 17, 2005
MCOE Position Description**



Merced County Office of Education

Lee Andersen, Superintendent

An Affirmative Action/
Equal Opportunity Employer

May 17, 2005

Merced County Workforce Investment Board
1880 W. Wardrobe Ave.
Merced CA 95340

Dear Chairperson McGarry and Board Members

The purpose of this letter is to seek the Merced County Workforce Investment Board's consideration of a special funding request to support the Merced County P-16 Education and Community Council. The request, for \$5,000, will leverage other funds to employ a full-time staff person to support the important work of the Council.

The P-16 Council brings together school districts, institutes of higher education, community organizations, early childhood organizations, businesses, and workforce developers with the goal of raising the academic achievement of all children in Merced County, and closing the achievement gap that separates underrepresented students from their peers. The Council aims to transform local schools and colleges into institutions that establish high standards and mobilize resources to support rigorous curriculum, good teaching practices, assessment, and accountability to meet those standards. In light of the fact that school experiences have such a dramatic effect on students' future employability and life success, a major focus of the P-16 Council is to actively integrate businesses and workforce professionals into all Council activities, and to find ways of strengthening the connections between educators and employers to ensure that Merced County students are being adequately prepared for the careers of tomorrow.

As the lead agency for the Merced County P-16 Council since its inception, the Merced County Office of Education (MCOE) has devoted considerable resources and staff time to forming the Council and overseeing its work. However, in order to address pressing action items and increase the activity of the Council over the next 12 months, it is imperative that a full-time staff person be dedicated to coordinating and supporting the Council.

MCOE proposes to hire a full-time P-16 support person who will primarily provide clerical support at the level of Secretary II. This person will be responsible for supporting the Council leadership and members by organizing meetings, preparing flyers and brochures, gathering and inputting data, assisting with special events, and numerous other duties expressed in the attached job description.

With the additional support of a full-time staff person, the P-16 Council will be able to expand its activities over the next year, to include numerous new and continuing endeavors focused on linking businesses with educators and preparing students for employment.

The total cost of employing the P-16 support person for one year is \$45,489. MCOE is requesting that the Workforce Investment Board contribute \$5,000 to that cost, with the remainder of the funds needed being supplied by the following sources (please note that, with the exception of the \$5,000 already committed by the First Five Commission, requests for funds from these organizations are in process):

Participating School Districts	\$20,000
University of California, Merced	\$ 5,000
First Five Children and Families Commission	\$ 5,000
Businesses, community agencies, and individuals	\$10,489

Time is of the essence in filling this new position, as the Council has set August 2005 as a target date for having the new employee hired and ready to begin work. This timeline is necessary so that the Council will have the appropriate support needed to accomplish the goals it has set for the upcoming 12-month period. It should be noted that also during that 12-month timeframe, the Council will be actively seeking funding for the creation of a professional-level position to support and facilitate the P-16 Council and contribute to the ongoing relevance and success of its efforts.

This proposal clearly advances the goals of the Workforce Investment Board in numerous ways, most specifically by providing a forum for dialogue between educators and business people/workforce professionals, making it possible to ***influence the K-12 education system to design and implement strategies that provide students with knowledge of employee skills and attitudes and to develop metrics to assure success.***

Additionally, the work of the P-16 Council assists the WIB in attaining its vision of ***keeping pace with new growth, the emerging economy, and the ever-changing needs of employers by creating a better educated, highly skilled workforce, that's capable, prepared, and thoroughly knowledgeable.***

Clearly, the work of the P-16 Council is closely aligned with the goals and vision of the Workforce Investment Board, and resources that contribute to the expansion of P-16 efforts will have a positive impact on the Board's target populations. As such, I respectfully ask for your most serious consideration of this special funding request for \$5,000 to provide a full-time staff person for the P-16 Council.

Sincerely,

Lee Andersen
Merced County Superintendent of School

632 West 13th Street • Merced, California 95340 • (209) 381-6600

**MERCED COUNTY OFFICE OF EDUCATION
POSITION DESCRIPTION**

POSITION TITLE: Secretary II

DATE APPROVED: 12/05/00

DEPARTMENT:

SALARY RANGE: CLS/30

Employee Signature

Date

MINIMUM QUALIFICATIONS:

Education and/or Training:

High School Diploma plus one year of advanced secretarial training obtained through a community college, trade or correspondence school or on-the-job training.

Experience:

Over two years of secretarial experience including typing/word processing, filing and record keeping.

Credentials and/or Skills:

Type 55 wpm. Proficient (basic level) in the use of word processing software. Ability to operate a variety of standard office equipment including a personal computer. Familiarity with the care and use of general office machines. Ability to make mathematical calculations quickly and accurately. Good command of English language, both written and spoken.

DESIRABLE QUALIFICATIONS:

Education and/or Training:

AA Degree in office administration or related field.

Experience:

Experience working in a school district, county office of education or similar.

Credentials and/or Skills:

Shorthand skills.

SUMMARY OF POSITION:

Under general direction, performs a wide variety of secretarial duties. This position is included in the classified bargaining unit and is subject to terms of the collective bargaining agreement regarding membership, payment of like fee, or donation to a recognized charity.

ESSENTIAL FUNCTIONS:

1. Transcribes from Dictaphone, handwritten notes or dictation.
2. Types letters, memoranda, budgets, grant applications and various reports as assigned.
3. Efficiently organizes work with a minimum of supervision, including but not limited to: incoming/outgoing mail, appointments, meeting schedules, agendas, minutes, and reports.
4. Assists in staff calendar coordination.
5. Acts as office receptionist: answers telephones, greets visitors, receives and relays messages.
6. Compiles data, inputs data, types and collates reports as assigned.
7. Uses a variety of software programs to develop flyers, brochures, schedules and other printed materials.
8. Monitors a variety of records, i.e. time sheets, vehicle checkout, mileage, budget expenditures and petty cash funds.
9. Establishes and maintains files as required.
10. Requisitions supplies, initiates maintenance and printshop work orders.
11. Assists with meetings and workshops, prepares required materials, makes conference room reservations, makes conference travel arrangements, and arranges for refreshments.
12. Operates a personal computer, typewriter, and standard office equipment.
13. Explains general policies and procedures of the assigned office to staff and the general public.

ESSENTIAL FUNCTIONS:

14. Performs other related essential functions as assigned

PHYSICAL REQUIREMENTS: Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. See and read a computer screen and printed matter with or without vision aids.
3. Hear and understand speech at normal levels and on the telephone with or without hearing aids.
4. Speak so that others may understand at normal levels and on the telephone.
5. Enter data into a personal computer, operate standard office equipment and dial a telephone.
6. Stand, walk, bend over, grasp, reach overhead, stoop, twist, push, pull, and move, lift and/or carry 0 to 35 pounds to waist height.

WORK ENVIRONMENT: Employees in this position will be required to work indoors in a standard office environment and come in contact with MCOE/district staff and the public.

TO: WIB

DATE: 07/14/05

FROM: Quality Assurance

For Action

For Information

For Discussion

SUBJECT: Recertification of Merced Worknet Employment Resource Center

PROPOSED MOTION(S): Information only.

DISCUSSION: On June 24, 2005, the Quality Assurance Committee accepted the Worknet Recertification Application and began a process which should end in November 2005 with the award of a three year certification of the Merced One-Stop.

The Application was sent to the WIB Examination Team on June 27. The scoring process will culminate on or about September 27, 2005 with a site visit to the Worknet Employment Resource Center. The final report will be presented to the combined Quality Assurance/Executive Committees on October 28, with certification granted November 10, 2005 after WIB ratification.

ATTACHMENTS: N/A

TO: WIB

DATE: 07/14/05

FROM: Program Planning & Development

For Action

For Information

For Discussion

SUBJECT: Selection of "Industry Cluster"

PROPOSED MOTION(S): Information only.

DISCUSSION: During its May 26, 2005 meeting, the Program Planning & Development Committee chose the Healthcare Industry for its pilot program industry and has begun formative work on how best to train and attract adaptable workers to fill that industry's needs.

ATTACHMENTS: N/A

TO: WORKFORCE INVESTMENT BOARD

DATE: 07/14/05

FROM: WIB STAFF

For Action

For Information

For Discussion

SUBJECT: WIA Demonstration Grant for Vision and Hearing Impaired Participants.

PROPOSED MOTION(S): None. Information Only.

DISCUSSION: On April 28, 2004 Merced County applied for, and subsequently was awarded, a Local Workforce Investment Area Demonstration Grant in the amount of \$76,247 to provide staff training and equipment to provide better services to people with vision and hearing disabilities. The grant period ran from July 1, 2004 to June 30, 2005. Training and purchases provided by this grant have been completed and all funds were utilized. In addition to the funds provided by this grant, approximately \$6,000 of incentive funds were used to provide other equipment and services for this project.

Some of the items purchased and training included in this project are:

- Video Magnification Units (1 in Merced and 1 in Los Banos)
- Televisions capable of showing VHS and DVD videos
- Closed Captioning of the Worknet Orientation Videos
- JAWS Screen Reading Software
- TTY Phone for Los Banos
- Staff Training: Center for the deaf and Hard of Hearing Sensitivity Training
- Staff Training: Services/Accommodations for Hearing Impaired
- Staff Training: California Telephone Access Program
- Staff Training: using PESCO assessment software and equipment for the visually impaired
- Staff Training: Online Navigator Training (EDD)
- Interpretype Units
- Listening devices for use in workshops (Merced, Los Banos and Livingston)

ATTACHMENT(S): None

TO: WORKFORCE INVESTMENT BOARD

DATE: 07/14/05

FROM: WIB STAFF

For Action

For Information

For Discussion

SUBJECT: Fiscal Report

PROPOSED MOTION(S): None. Information Only.

DISCUSSION: Attached is the Fiscal Report for the period July 1, 2004 through May 31, 2005. This report shows all funds available for Fiscal Year 2004/05, accrued expenditures for the first eleven (11) months of the fiscal year, and obligations as of May 31, 2005. Staff will be present at your meeting to answer questions.

ATTACHMENT(S): Fiscal Report

**MERCED COUNTY DEPARTMENT OF WORKFORCE INVESTMENT
FISCAL REPORT FOR FINANCE COMMITTEE
For Fiscal Year 2004/05
July 1, 2004 - June 30, 2005
Through 05/31/05**

Target 91.67%

AVAILABLE FUNDS			BUDGET					ACTUAL			OBLIGATIONS	AVAILABLE	
	Carryover Funds From 03/04	Appropriation FY 04/05	Planned for New Funds Based on Plan Mod 7/1/04 to 6/30/05	Budget for Available Funds	Budget Adjustments	Revised Budget	Accrued Expenditures FY to Date	Available	Percent Expended to Date	Total Obligated Funds	Available after Obligations	Percent Spent + Obligated	
ADULT			Core A \$ 648,203	\$ 891,197	\$ (62,380)	\$ 828,817	\$ 437,054	\$ 391,763	52.73%	\$ 2,571	\$ 389,192	53.04%	
04/05 Allocation		\$ 1,710,129	Core B \$ 375,384	\$ 516,105	\$ 17,485	\$ 533,590	\$ 530,141	\$ 3,449	99.35%	\$ 3,449	\$ -	100.00%	
Universal Access Grant		\$ 76,247	Intensive \$ 62,341	\$ 85,711	\$ 44,895	\$ 130,606	\$ 129,698	\$ 908	99.30%	\$ 908	\$ -	100.00%	
Health Link (Nurse) Grant		\$ 44,846	Training \$ 453,188	\$ 623,076		\$ 623,076	\$ 469,006	\$ 154,071	75.27%	\$ 81,395	\$ 72,676	88.34%	
PY- Cash Balances - Adult Funds	\$ 641,081		Admin \$ 171,013	\$ 235,121		\$ 235,121	\$ 106,128	\$ 128,993	45.14%	\$ 670	\$ 128,324	45.42%	
- Incentive Funds	\$ 21,157		Other \$ 121,093	\$ 142,250	\$ -	\$ 142,250	\$ 87,139	\$ 55,111	61.26%	\$ 15,103	\$ 40,008	71.87%	
	\$ 662,238	\$ 1,831,222	Total \$ 1,831,222	\$ 2,493,460	\$ -	\$ 2,493,460	\$ 1,759,166	\$ 734,294	70.55%	\$ 104,095	\$ 630,199	74.73%	
DISPLACED WORKER			Core A \$ 451,648	\$ 627,156		\$ 627,156	\$ 437,136	\$ 190,020	69.70%	\$ 3,235	\$ 186,784	70.22%	
04/05 Allocation		\$ 1,445,485	Core B \$ 428,172	\$ 594,558	\$ (30,551)	\$ 564,006	\$ 481,986	\$ 82,021	85.46%	\$ 3,695	\$ 78,326	86.11%	
PY Cash Balances 6/30/04	\$ 561,709		Intensive \$ 180,836	\$ 251,108		\$ 251,108	\$ 199,101	\$ 52,007	79.29%	\$ 1,399	\$ 50,608	79.85%	
			Training \$ 240,281	\$ 333,653	\$ 30,551	\$ 364,204	\$ 300,495	\$ 63,709	82.51%	\$ 63,709	\$ -	100.00%	
			Admin \$ 144,548	\$ 200,719		\$ 200,719	\$ 109,319	\$ 91,400	54.46%	\$ 827	\$ 90,573	54.88%	
	\$ 561,709	\$ 1,445,485	Total \$ 1,445,485	\$ 2,007,194	\$ -	\$ 2,007,194	\$ 1,528,037	\$ 479,157	76.13%	\$ 72,865	\$ 406,291	79.76%	
YOUTH			* In School \$ 1,203,220	\$ 2,341,345	\$ (219,631)	\$ 2,121,714	\$ 1,516,066	\$ 605,647	71.45%	\$ 571,707	\$ 33,940	98.40%	
04/05 Allocation		\$ 1,909,873	* Out of School \$ 515,666	\$ 1,003,434	\$ 219,631	\$ 1,223,065	\$ 997,185	\$ 225,880	81.53%	\$ 225,879	\$ -	100.00%	
PY Cash Balances 6/30/04	\$ 1,806,548		Admin \$ 190,987	\$ 371,642		\$ 371,642	\$ 97,146	\$ 274,496	26.14%	\$ 573	\$ 273,923	26.29%	
High-C Eligible Youth Grant (648)	\$ 70,000		Other \$ -	\$ 70,000		\$ 70,000	\$ 62,377	\$ 7,623	89.11%	\$ 7,623	\$ -	100.00%	
	\$ 1,876,548	\$ 1,909,873	Total \$ 1,909,873	\$ 3,786,421	\$ -	\$ 3,786,421	\$ 2,672,774	\$ 1,113,646	70.59%	\$ 805,783	\$ 307,863	91.87%	
All Programs	\$ 3,100,495	\$ 5,186,580	\$ 5,186,580	\$ 8,287,075	\$ -	\$ 8,287,075	\$ 5,959,978	\$ 2,327,097	71.92%	\$ 982,744	\$ 1,344,354	83.78%	
* RAPID RESPONSE			Rapid Response \$ 187,793	\$ 376,763		\$ 376,763	\$ 343,850	\$ 32,913	91.26%	\$ 4,534	\$ 28,380	92.47%	
04/05 Allocation		\$ 187,793	Special Project \$ 25,000	\$ 25,000		\$ 25,000	\$ 6,885	\$ 18,115	27.54%	\$ 170	\$ 17,945	28.22%	
PY Cash Balances 6/30/04	\$ 188,970		Total \$ 187,793	\$ 376,763	\$ 25,000	\$ 401,763	\$ 350,735	\$ 51,028	87.30%	\$ 4,704	\$ 46,324	88.47%	

* RAPID RESPONSE: Funding term end date changed to 6/30/2005 for all but special project.

BUDGET: Includes all funds available for fiscal year based on Plan submitted to EDD
Rapid Response Special Project Budget Change resizes FY 04/05 Budget to \$25,000.
High-C Eligible Youth Grant (15% Discretionary Funds) adds \$70,000 to FY03/04 Appropriation.
Health Link (Nurse) Grant (15% Discretionary Funds) adds \$44,846 to FY04/05 Appropriation

OBLIGATIONS: Includes funds obligated in contracts and ITA's
Does NOT include funds committed for operations.

AVAILABLE: Balance after expenditures and obligations

Youth Expenditures %'s to date
In-School Youth 60.32%
Out-of-School Youth 39.68%



Worknet Customer Service & Satisfaction Report For All Locations

MAY 2005

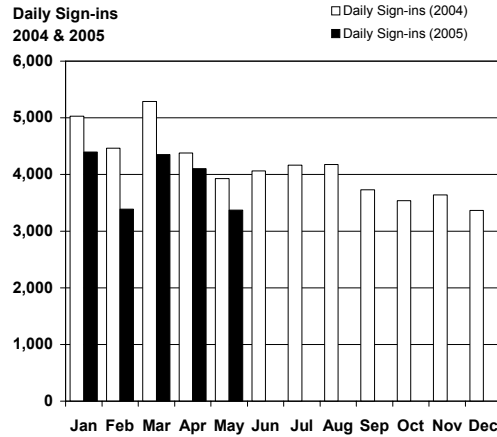
Merced County Department of Workforce Investment

Daily Sign-ins

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

May 5 year average: 3,939

2004 annual average: 4,146

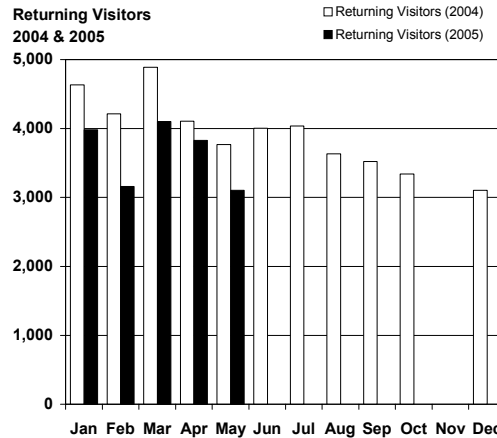


Return Visits

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

May 5 year average: 3,120

2004 annual average: 3,605

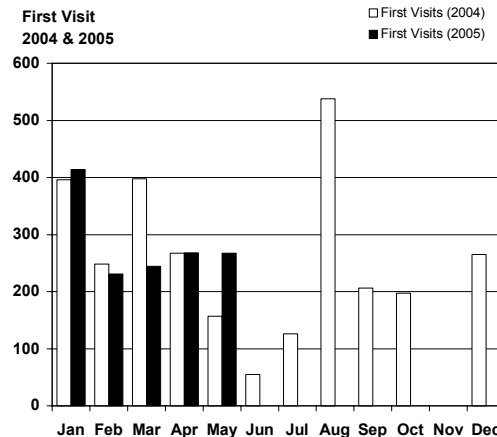


First Visits

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

May 5 year average: 269

2004 annual average: 232



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Customer Flow for May 2005

All Locations

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

Merced

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

Los Banos

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

Livingston

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



**Marketing advertisements for
May 2005**

- * News Papers Ads:
Merced Sun-Star
Atwater Signal
Livingston Chronicle
Los Banos Enterprise
Chowchilla
Big Valley Direct
Vida
05/3-7, 10-14, 24-28, 31/2005
- * Valley Values
05/12, 26/2005
- * The Bus
Worknet signs inside buses

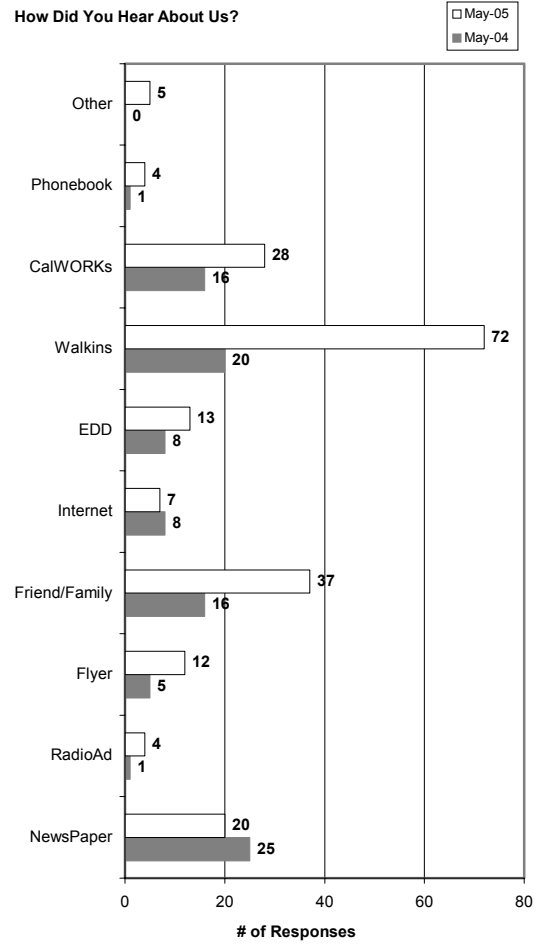
How did you hear about us?

Two hundred two customers responded to this question in May.

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

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

How Did You Hear About Us?



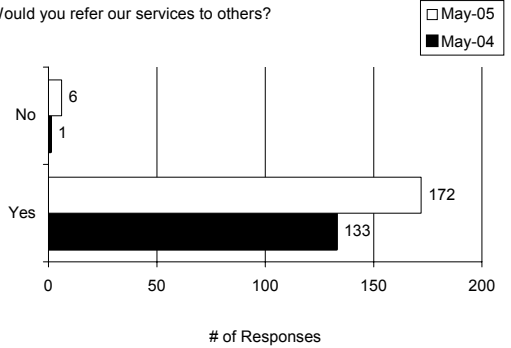
96.6 percent of our customer would refer our services to others

Would you refer our services to others?

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

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

Would you refer our services to others?





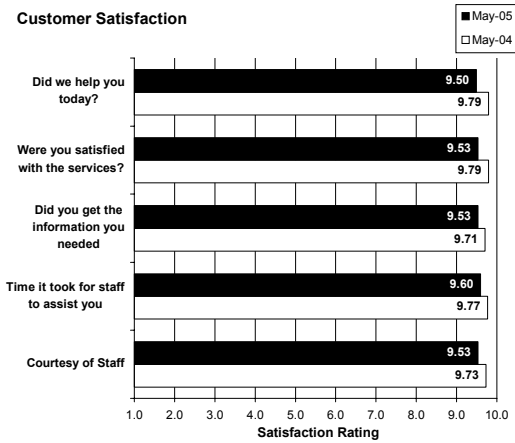
**Worknet
Customer Service & Satisfaction Report
For All Locations**

MAY 2005

Merced County Department of Workforce Investment

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Customer Satisfaction

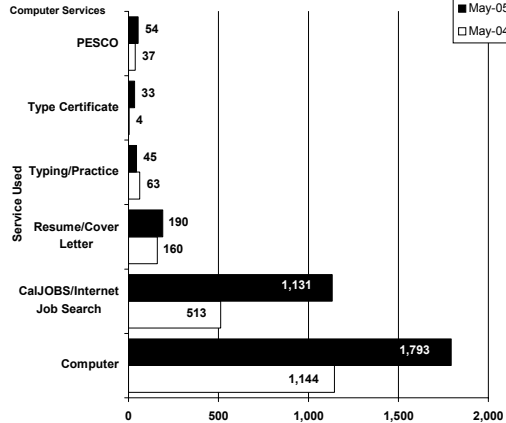


Customer Satisfaction Ratings

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

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

What Did Our Customer Use?

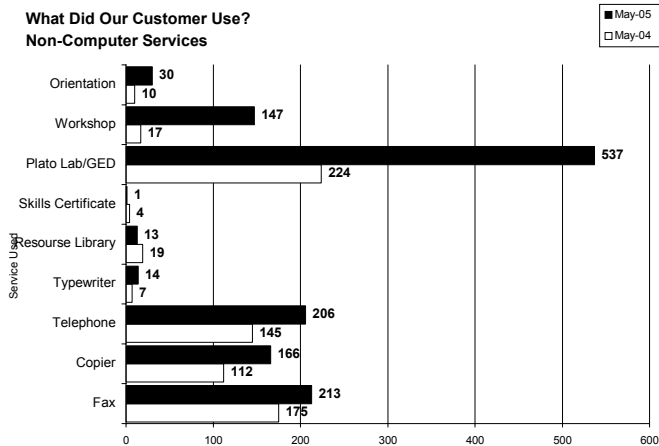


How our customers use our services?

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

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

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



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



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

MAY 2005

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - All Locations

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

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



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

MAY 2005

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - Individual Locations

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



The Quick Look

A Merced County Labor Market Review - May 2005

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) 724-2042. Email: pitd26@co.merced.ca.us

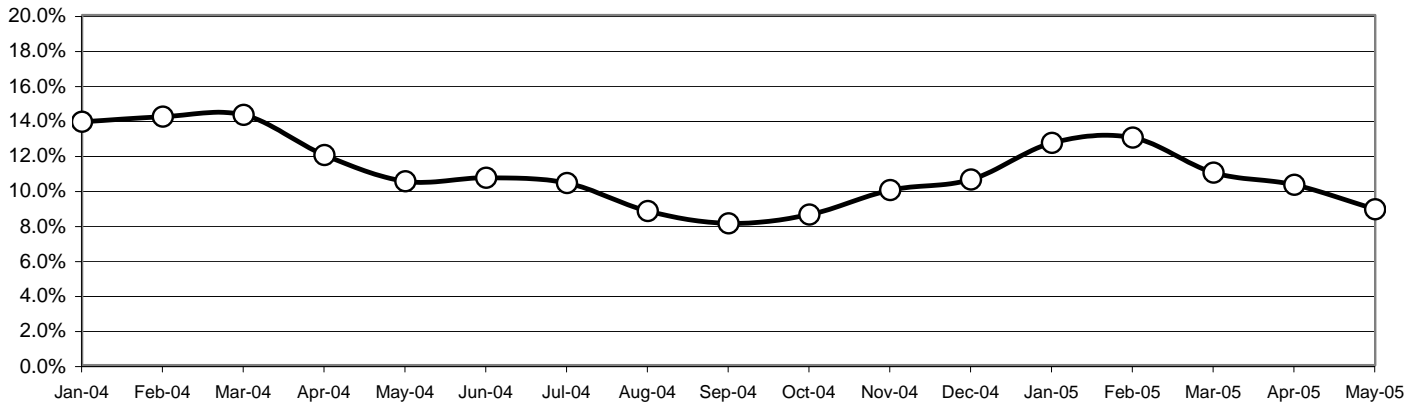
Merced County Data not adjusted for Seasonality	Labor Force and Industrial Employment					
	March 2004 Benchmark				Percent Change	
	May 04	Mar 05	Apr 05 Revised	May 05 Prelim.	Month	Year
Civilian Labor Force	97,400	99,400	99,100	100,100	1.0%	2.8%
Civilian Employment	87,100	87,700	88,900	91,300	2.7%	4.8%
Civilian Unemployment	10,200	11,700	10,200	8,900	-12.7%	-12.7%
Civilian Unemployment Rate	10.5%	11.8%	10.3%	8.9%		
(CA Unemployment Rate)	6.0%	5.7%	5.2%	5.0%		
(U.S. Unemployment Rate)	5.3%	5.4%	4.9%	4.9%		
Total, All Industries	68,200	66,000	67,500	69,700	3.3%	2.2%
Total Farm	10,800	7,900	8,900	10,500	18.0%	-2.8%
Total Nonfarm	57,400	58,100	58,600	59,200	1.0%	3.1%
Total Private	43,700	44,000	44,200	44,800	1.4%	2.5%
Goods Producing	14,100	14,800	15,000	15,200	1.3%	7.8%
Construction	3,300	3,600	3,700	3,800	2.7%	15.2%
Manufacturing	10,800	11,200	11,300	11,400	0.9%	5.6%
Durable Goods	1,700	1,600	1,600	1,600	0.0%	-5.9%
Nondurable Goods	9,100	9,600	9,700	9,800	1.0%	7.7%
Food Man & Beverage & Tobacco	7,500	8,000	8,100	8,300	2.5%	10.7%
Residual - Textile Mills	1,600	1,600	1,600	1,500	-6.3%	-6.3%
Service Providing	42,700	42,700	43,300	44,000	0.9%	1.6%
Private Service Producing	29,600	29,200	29,200	29,600	1.4%	0.0%
Trade, Transportation and Utilities	10,900	11,000	10,900	11,000	0.9%	0.9%
Wholesale Trade	1,400	1,400	1,400	1,400	0.0%	0.0%
Retail Trade	7,500	7,700	7,600	7,700	1.3%	2.7%
Food and Beverage Stores	1,500	1,500	1,500	1,500	0.0%	0.0%
General Merchandise Stores	1,600	1,700	1,700	1,700	0.0%	6.3%
Residual - Miscellaneous Store Retailers	4,400	4,500	4,400	4,500	2.3%	2.3%
Transportation, Warehousing and Utilities	2,000	1,900	1,900	1,900	0.0%	-5.0%
Information	1,600	1,400	1,400	1,400	0.0%	-12.5%
Financial Activities	1,700	1,700	1,700	1,800	5.9%	5.9%
Finance and Insurance	1,000	1,000	1,000	1,000	0.0%	0.0%
Real Estate and Rental and Leasing	700	700	700	800	14.3%	14.3%
Professional and Business Services	3,400	3,400	3,400	3,400	0.0%	0.0%
Educational and Health Services	5,500	5,400	5,500	5,500	0.0%	0.0%
Leisure and Hospitality	4,800	4,700	4,700	4,900	4.3%	2.1%
Food Services and Drinking Places	4,000	4,000	4,000	4,100	2.5%	2.5%
Residual - Arts, Entertainment, and Recreation	800	700	700	800	14.3%	0.0%
Other Services	1,700	1,600	1,600	1,600	0.0%	-5.9%
Government	13,700	14,100	14,400	14,400	0.0%	5.1%
Federal Government	800	800	800	800	0.0%	0.0%
State Government	600	700	700	700	0.0%	16.7%
Local Government	12,300	12,600	12,900	12,900	0.0%	4.9%

The County continues with one of the highest unemployment rates in the State, ranking 54rd out of 58 counties in the Month of May. The preliminary result is a decrease of 1.4 percentage point in the unemployment rate from the revised April rate. This preliminary figure is a decrease of 1.6 percentage point from the unemployment rate of one year ago.

Overall, the County's Civilian Labor Force increased by 1,000 persons over last month's figure and increase 2,700 persons over year ago figures. Industrial employment increased by 2,200 jobs in May over April's figures and increased 1,500 over year ago figures.

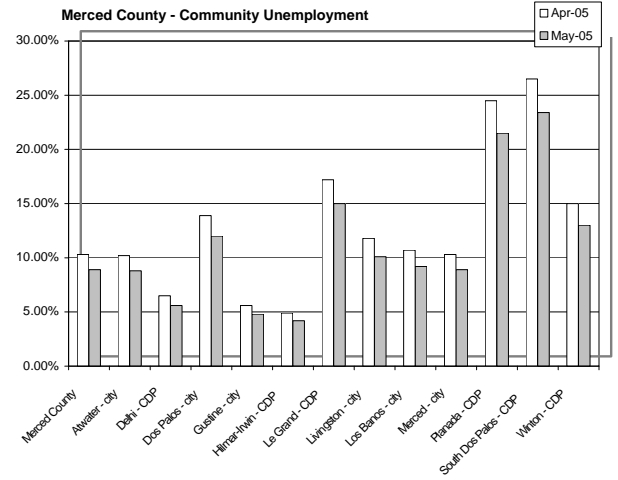
The Quick Look
A Merced County Labor Market Review - May 2005

**Merced County Unemployment Rate
 2004 - 2005**



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

Area Name	Labor Force	Employment	Unemployment	
			Number	Rate
Merced County	100,200	91,300	8,900	8.9%
Atwater City	11,700	10,700	1,000	8.8%
Delhi CDP	3,900	3,700	200	5.6%
Dos Palos City	1,900	1,700	200	12.0%
Gustine City	2,400	2,300	100	4.8%
Hilmar-Irwin CDP	2,700	2,600	100	4.2%
Le Grand CDP	700	600	100	15.0%
Livingston City	4,900	4,400	500	10.1%
Los Banos City	12,400	11,300	1,100	9.2%
Merced City	29,600	27,000	2,600	8.9%
Planada CDP	1,600	1,300	300	21.5%
South Dos Palos CDP	400	300	100	23.4%
Winton CDP	3,700	3,200	500	13.0%



CDP - Census Designated Place

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 10.30 percent to a yearly high of 17.3 percent in 1992.

The County's unemployment rate is the fifth highest in the state. Merced County saw a decrease in the unemployment rate of 1.4 percentage point below April's revised unemployment rate. All seven counties (Merced, Mariposa, Madera, Fresno, San Benito, San Joaquin, and Stanislaus) saw decreases in their unemployment rate.

Seven County Quick Look

County	Rank	Labor Force	Employ	Unemployed	Rate
Merced	54	100,100	91,300	8,900	8.9%
Madera	42	62,100	57,600	4,500	7.2%
Mariposa	29	8,530	8,070	470	5.5%
Fresno	49	410,300	377,200	33,000	8.1%
San Benito	44	2,500	23,100	1,900	7.5%
San Joaquin	37	293,400	274,200	19,300	6.6%
Stanislaus	46	227,900	210,000	17,900	7.8%

Seven County Unemployment Rate

