



# Worknet Customer Service & Satisfaction Report For All Locations

**JUNE 2005**

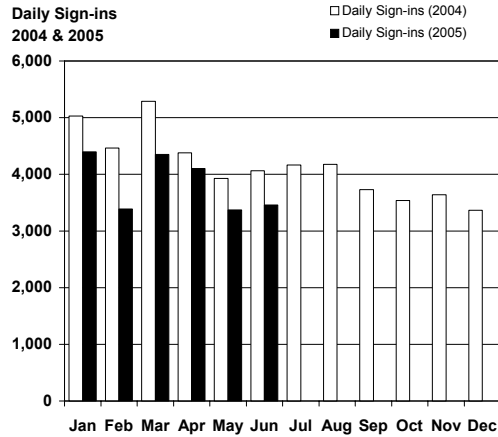
Merced County Department of Workforce Investment

## Daily Sign-ins

Daily sign-in for June totaled 3,457. Up 84 from the previous month and down 603 from June 2004. Daily sign-ins for the month of June is below the 5 year average.

June 5 year average: 3,769

2004 annual average: 4,146

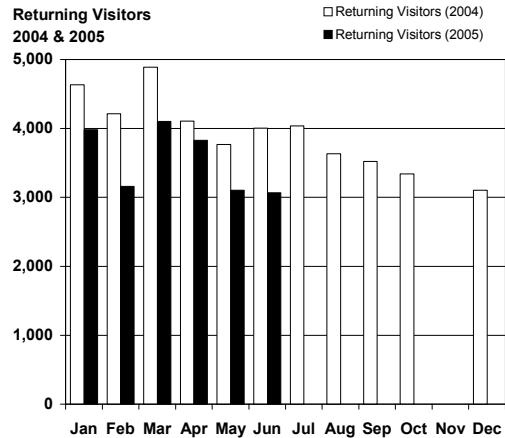


## Return Visits

Return visits for June totaled 3,067. Down 39 from the previous month and down 938 from June 2004. Return visits for the month of June is above the 5 year average.

June 5 year average: 2,976

2004 annual average: 3,605

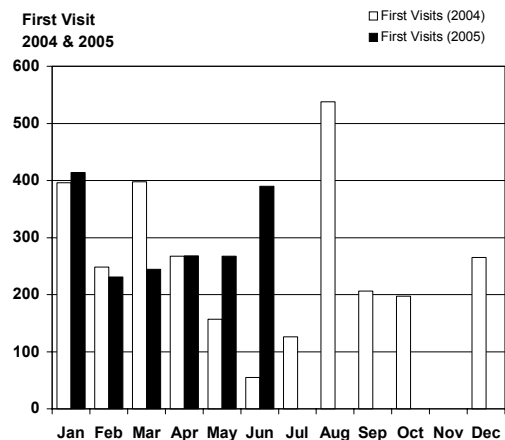


## First Visits

First Visits for June totaled 390. Up 123 from the previous month and up 335 from June 2004. First visits for the month of June exceeds the 5 year average.

June 5 year average: 253

2004 annual average: 232



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## Customer Flow for June 2005

### All Locations

- On average, Mondays were the busiest days of the week. Averaging 170 clients per day. (Weekly Average: 776 customers)

### Merced

- Mondays were the busiest day of the week, with an average of 114 clients per/day. (Weekly Average: 495 customers).

### Los Banos

- Tuesday was the busiest day of the week, with an average of 56 clients per day (Weekly Average: 280 customers).

### Livingston

- No information for available for Livingston.



**Marketing advertisements for  
June 2005**

\* News Papers Ads:  
Merced Sun-Star  
Atwater Signal  
Livingston Chronicle  
Los Banos Enterprise  
Chowchilla  
Big Valley Direct  
Vida  
06/5-9/2005

\* Valley Values  
05/14/2005

\* Demo Grant Ad  
07/01/2005

\* The Bus  
Worknet signs inside buses

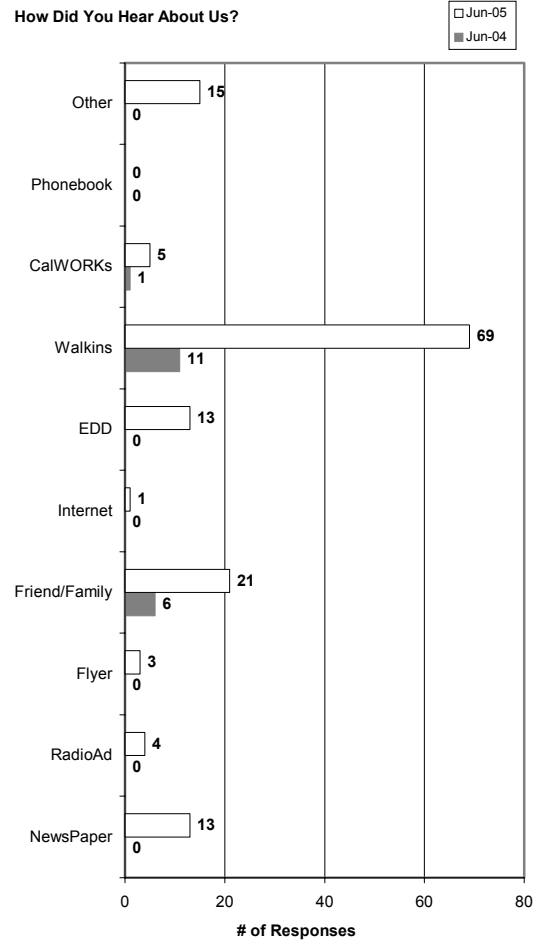
**How did you hear about us?**

One hundred forty-four customers responded to this question in June.

Sixty-nine 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?



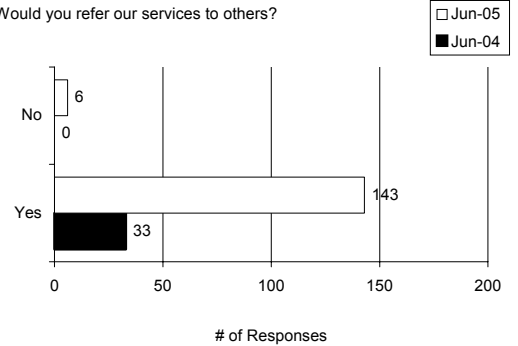
96.0 percent of our customer would refer our services to others

**Would you refer our services to others?**

Of those responding to this question, 96.0 percent of our customers would refer our services to others.

PY 03/04 annual average: 98.6%  
PY 04/05 ten month average: 96.6%

Would you refer our services to others?





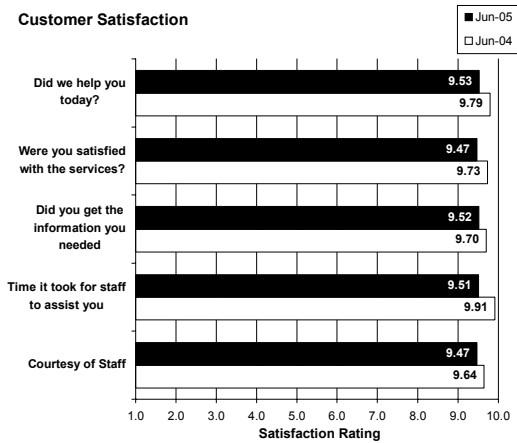
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**Customer Satisfaction**



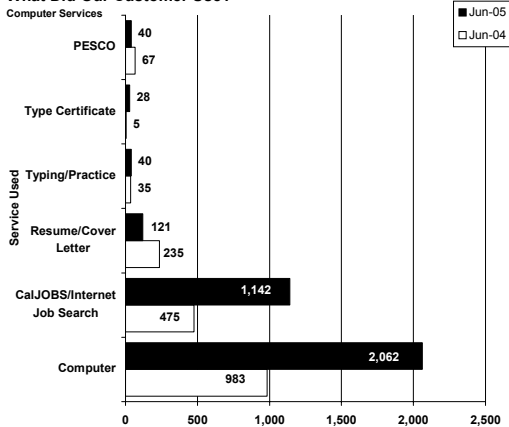
**Customer Satisfaction Ratings**

Customer satisfaction questions received 176 responses from our customers in June. These questions received ratings between 9.47 and 9.52, with “Did we help you today?” receiving the highest rating.

*‘Did we help you today?’ received the highest rating with 9.53 on a rating scale of 1 to 10 (10 is the best rating).*

There were 6 customer that rated “Courtesy of Staff”, “Time it took for staff to assist you”, and “Were you satisfied with the services?” with a 5 or less, representing 3.4 percent of our customers.

**What Did Our Customer Use?**

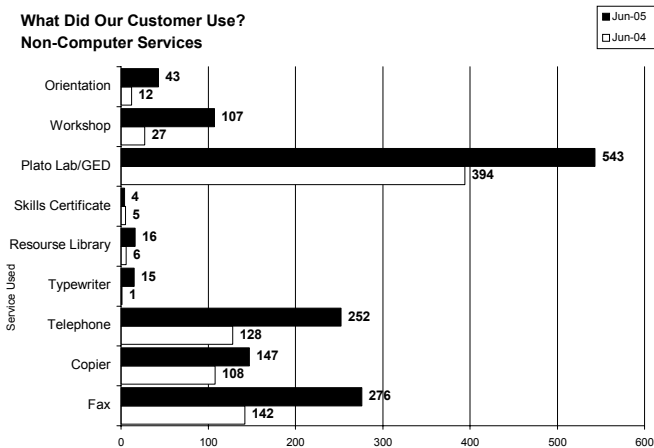


**How our customers use our services?**

Computer related services are always the most used service by our customers, with 2,062 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage within the computer service sub-topic.

*‘543 customers used our Plato Lab/GED services in the month of June.’*

**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.



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

<b>Number of Sign-ins</b>																								
<b>Day of the Week</b>	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH		
<b>Date</b>	1	2	3	6	7	8	9	10	13	14	15	16	17	20	21	22	23	24	27	28	29	30	<b>Total</b>	
<b>Livingston</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-	
<b>Los Banos</b>	61	67	43	69	66	62	65	54	32	54	52	40	45	57	68	61	62	54	65	66	59	55	1,257	
<b>Merced</b>	124	114	96	123	97	99	111	74	105	98	102	38	88	128	131	105	94	93	99	90	90	101	2,200	
<b>Total</b>	185	181	139	192	163	161	176	128	137	152	154	78	133	185	199	166	156	147	164	156	149	156	3,457	

	<b>Jun-04</b>	<b>Apr-05</b>	<b>May-05</b>	<b>Jun-05</b>
<b>Daily Sign-ins</b>				
Return Visit	4,005	3,831	3,106	3,067
First Visit	55	268	267	390
<b>Total</b>	<b>4,060</b>	<b>4,099</b>	<b>3,373</b>	<b>3,457</b>
<b>How did you hear about us?</b>				
News Paper	0	33	20	13
Radio Ad	0	6	4	4
Flyer	0	18	12	3
Friend/Family	6	57	37	21
Internet	0	7	7	1
EDD	0	36	13	13
Walk-ins	11	122	72	69
CalWORKs	1	52	28	5
Phonebook	0	6	4	0
Other	NA	16	5	15
<b>What did our customer use?</b>				
Computer	983	2,063	1,793	2,062
Cal JOBS/Internet Job Search	475	1,342	1,131	1,142
Resume/Cover Letter	235	339	190	121
Typing/Practice	35	25	45	40
Type Certificate	5	13	33	28
PESCO	67	107	54	40
Job Listing	262	512	403	460
Fax	142	299	213	276
Copier	108	168	166	147
Telephone	128	256	206	252
Typewriter	1	5	14	15
Resource Library	6	16	13	16
Skills Certificate	5	1	1	4
Plato Lab/GED	394	601	537	543
Workshop	27	184	147	107
Orientation	12	41	30	43
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.64	9.35	9.53	9.47
Time it took for staff to assist you	9.91	9.35	9.60	9.51
Did you get the information you needed	9.70	9.35	9.53	9.52
Were you satisfied with the services?	9.73	9.37	9.53	9.47
Did we help you today?	9.79	9.36	9.50	9.53
<b>Would you refer our services to others?</b>				
Yes	33	283	172	143
No	0	21	6	6



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

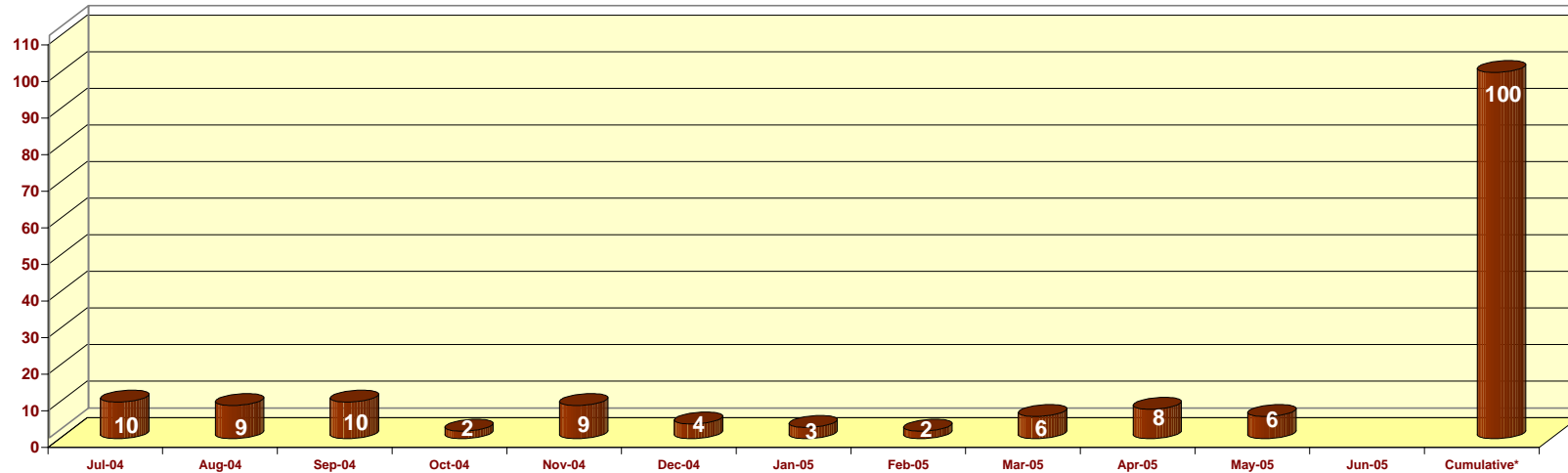
<b>Who were are visitors</b>	<b>Merced</b>	<b>Los Banos</b>	<b>Livingston</b>	<b>All Locations</b>
<b>First Visit</b>	299	91	0	390
Return Visit	1,901	1,166	0	3,067
<b>How did you hear about us?</b>				
Newspaper	1	12	0	13
Radio Ad	2	2	0	4
Flyer	0	3	0	3
Friend	18	3	0	21
Internet	1	0	0	1
EDD	4	9	0	13
Walk-ins	29	40	0	69
CalWORKs	0	5	0	5
Phone Book	0	0	0	0
Other	2	13	0	15
<b>What did our customers use?</b>				
Computer	1,450	612	0	2,062
CalJOBS/Internet Job Search	721	421	0	1,142
Resume	61	60	0	121
Typing	22	18	0	40
Typing Certificate	21	7	0	28
Career	11	29	0	40
Job Listing	200	260	0	460
Fax	192	84	0	276
Copier	116	31	0	147
Telephone	154	98	0	252
Typewriter	6	9	0	15
Resource Library	2	14	0	16
Skills Certificate	1	3	0	4
Plato Lab	128	415	0	543
Workshop	0	107	0	107
Orientation	23	20	0	43
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.25	9.57	0.00	9.47
Time it took for staff to assist you	9.32	9.60	0.00	9.51
Did you get the information you needed?	9.35	9.60	0.00	9.52
Were you satisfied with the services?	9.49	9.45	0.00	9.47
Did we help you today?	9.45	9.56	0.00	9.53

**WIA PARTICIPANT SUMMARY REPORT - ADULT**  
**PY 2004/2005**  
**Report Range 07/2004 to 05/2005**

	ADULT												Part. Plan	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*	PY 04/05
<b>Total Participants</b>	150	159	173	147	157	166	141	142	153	147	160		241	783
Participants Carried In	140	150	163	145	148	162	138	140	147	139	154		141	423
New Participants Entering Grant	10	9	10	2	9	4	3	2	6	8	6		100	360
<b>Total Participants Exiting WI</b>	0	0	28	0	0	34	2	0	17	0	0		81	
Entered Unsubsidized Employment	0	0	25	0	0	30	0	0	11	0	0		66	160
Training Related	0	0	13	0	0	12	0	0	8	0	0		33	75
Entered Military Service	0	0	0	0	0	0	0	0	0	0	0		0	
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0	0	0	0	0		0	
Entered Post-Secondary Education	0	0	0	0	0	0	0	0	0	0	0		0	
Entered Advanced Training	0	0	0	0	0	0	0	0	0	0	0		0	
Attained Recognized Certificate/Diploma/Degree	0	0	16	0	0	13	1	0	9	0	0		39	
Attained High School Diploma/GED	0	0	0	0	0	0	0	0	0	0	0		0	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0	0	0	0	0	0		0	
Exits Excluded from Performance	0	0	0	0	0	2	0	0	0	0	0		2	
Other Exits	0	0	23	0	0	29	2	0	15	0	0		69	60

Program Activities/Services Summary	Enrolled													
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*	PY 04/05
Core Services (Registered)	149	158	172	147	157	166	141	142	153	147	160		241	515
Intensive Services	113	120	125	107	115	124	115	116	125	123	138		189	260
Training Services	68	71	76	64	66	74	63	64	66	61	64		96	100
Youth Services	0	0	0	0	0	0	0	0	0	0	0		0	
Concurrent Program Participants	9	9	9	6	6	9	7	7	9	10	10		15	
Individual Training Accounts	4	4	4	2	2	2	2	2	2	2	3		5	
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0	0	0	0	0		0	

**WIA Participant Summary**  
**New Participants Entering Grant : Adult**  
**PY 2004/2005**

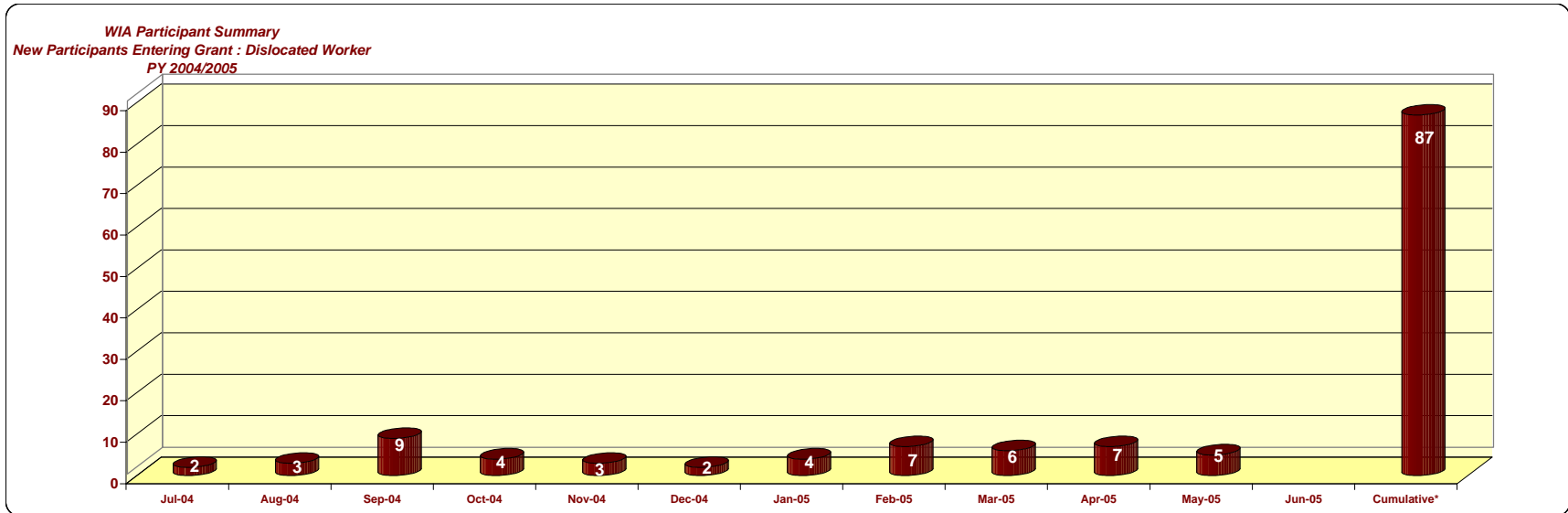


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**WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER**  
**PY 2004/2005**  
**Report Range 07/2004 to 05/2005**

	DISLOCATED WORKER												Part. Plan PY 04/05	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05		Cumulative*
<b>Total Participants</b>	89	92	104	95	98	102	92	105	121	121	129		174	671
Participants Carried In	87	89	95	91	95	100	88	98	115	114	124		87	251
New Participants Entering Grant	2	3	9	4	3	2	4	7	6	7	5		87	420
<b>Total Participants Exiting WI</b>	0	0	16	0	0	18	0	0	11	0	0		45	120
Entered Unsubsidized Employment	0	0	12	0	0	14	0	0	11	0	0		37	65
Training Related	0	0	4	0	0	9	0	0	5	0	0		18	
Entered Military Service	0	0	0	0	0	0	0	0	0	0	0		0	
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0	0	0	0	0		0	
Entered Post-Secondary Education	0	0	0	0	0	0	0	0	0	0	0		0	
Entered Advanced Training	0	0	0	0	0	0	0	0	0	0	0		0	
Attained Recognized Certificate/Diploma/Degree	0	0	7	0	0	13	0	0	6	0	0		26	
Attained High School Diploma/GED	0	0	0	0	0	0	0	0	0	0	0		0	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0	0	0	0	0	0		0	
Exits Excluded from Performance	0	0	0	0	0	1	0	0	0	0	0		1	
Other Exits	0	0	15	0	0	17	0	0	10	0	0		43	60

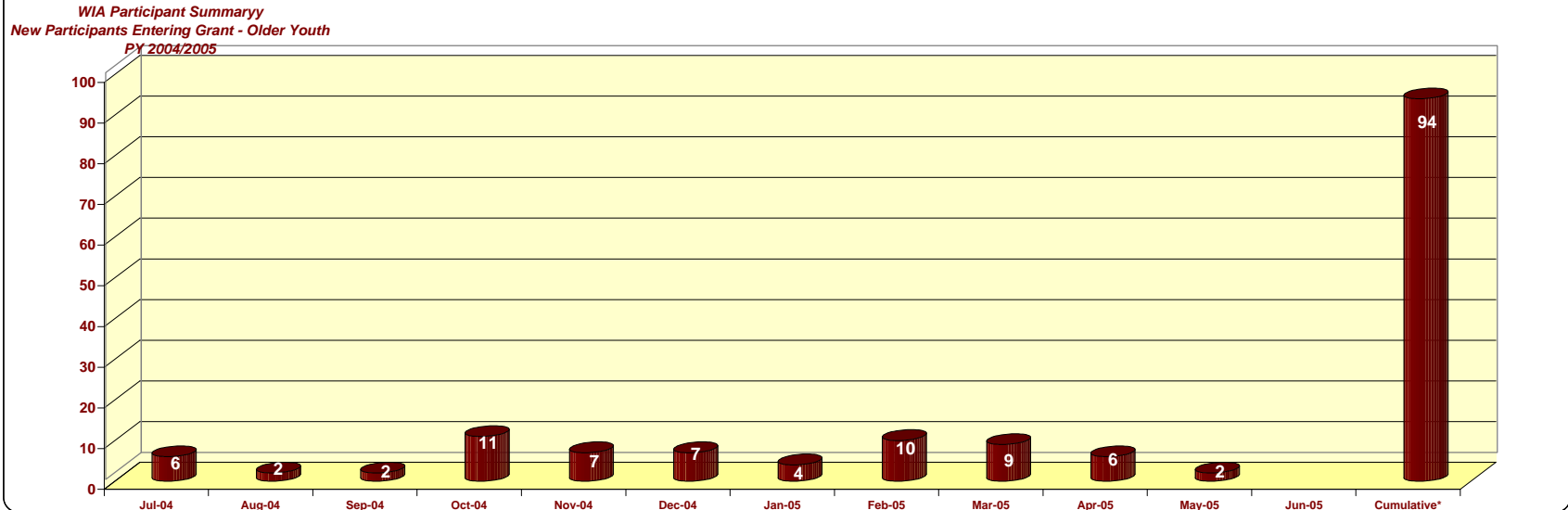
Program Activities/Services Summary	Enrolled												PY 04/05	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05		Cumulative*
Core Services (Registered)	89	92	104	95	98	102	92	105	121	121	129		174	500
Intensive Services	62	66	69	64	67	71	66	80	92	91	110		144	150
Training Services	30	31	33	30	31	31	27	32	38	39	48		64	80
Youth Services	0	0	0	0	0	0	0	0	0	0	0		0	
Concurrent Program Participants	13	13	13	12	12	12	8	8	8	8	8		14	
Individual Training Accounts	5	5	5	4	4	4	3	3	3	2	6		10	
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0	0	0	0	0		0	



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**WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH**  
**PY 2004/2005**  
**Report Range 07/2004 to 05/2005**

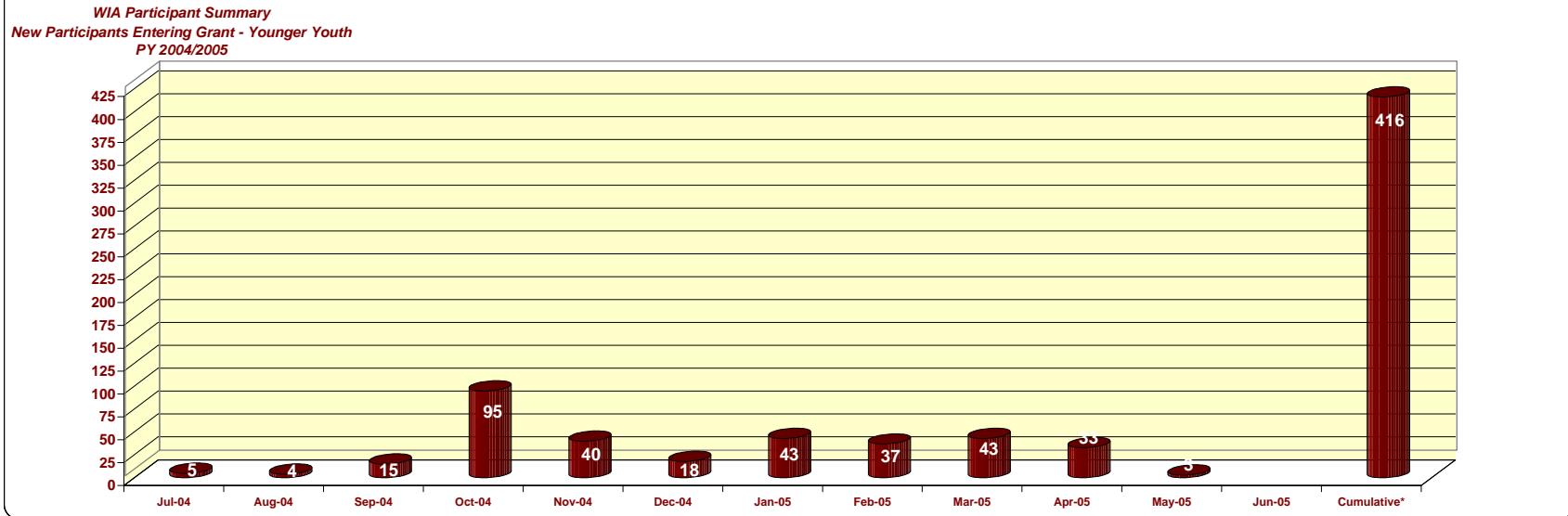
	OLDER YOUTH												Part. Plan PY 04/05	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05		Cumulative*
<b>Total Participants</b>	130	113	117	122	132	143	150	161	170	172	172		211	310
Participants Carried In	124	111	115	111	125	136	146	151	161	166	170		117	234
New Participants Entering Grant	6	2	2	11	7	7	4	10	9	6	2		94	76
<b>Total Participants Exiting WI</b>	15	0	2	0	0	0	0	0	1	0	0		39	
Entered Unsubsidized Employment	5	0	1	0	0	0	0	0	1	0	0		23	10
Training Related	4	0	1	0	0	0	0	0	0	0	0		10	5
Entered Military Service	0	0	0	0	0	0	0	0	0	0	0		0	
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0	0	0	0	0		0	
Entered Post-Secondary Education	1	0	0	0	0	0	0	0	0	0	0		3	5
Entered Advanced Training	0	0	0	0	0	0	0	0	0	0	0		0	
Attained Recognized Certificate/Diploma/Degree	4	0	1	0	0	0	0	0	0	0	0		17	
Attained High School Diploma/GED	0	0	0	0	0	0	0	0	0	0	0		2	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0	0	0	0	0	0		0	
Exits Excluded from Performance	0	0	0	0	0	0	0	0	0	0	0		0	
Other Exits	9	0	2	0	0	0	0	0	1	0	0		33	60
<b>Program Activities/Services Summary</b>	<b>Enrolled</b>													
Core Services (Registered)	0	0	0	0	0	0	0	0	0	0	0		0	
Intensive Services	115	98	100	107	114	119	125	133	145	148	149		183	
Training Services	86	79	83	85	90	97	103	113	119	120	121		145	
Youth Services	118	104	108	117	130	141	148	159	167	167	167		203	
Concurrent Program Participants	94	76	72	65	67	70	72	75	79	75	74		106	
Individual Training Accounts	0	0	0	0	0	0	0	0	0	0	0		0	
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0	0	0	0	0		0	



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**WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH**  
**PY 2004/2005**  
**Report Range 07/2004 to 05/2005**

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*	Participant Plan PY 04/05
<b>Total Participants</b>	455	366	341	436	471	496	549	591	632	663	673		859	900
Participants Carried In	450	362	326	341	431	478	506	554	589	630	670		443	618
New Participants Entering Grant	5	4	15	95	40	18	43	37	43	33	3		416	282
<b>Total Participants Exiting WI</b>	83	42	12	5	2	3	7	4	6	0	0		186	
Entered Unsubsidized Employment	6	6	3	1	0	0	2	1	2	0	0		28	80
Training Related	11	4	4	0	0	0	0	0	2	0	0		28	20
Entered Military Service	0	0	0	0	0	0	0	0	0	0	0		0	8
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0	0	0	0	0		0	0
Entered Post-Secondary Education	30	10	6	0	0	0	0	1	0	0	0		52	130
Entered Advanced Training	1	1	0	0	0	0	0	0	0	0	0		4	5
Attained Recognized Certificate/Diploma/Degree	78	40	10	1	2	0	2	4	1	0	0		153	
Attained High School Diploma/GED	77	40	9	0	2	0	2	4	0	0	0		144	450
Returned to Secondary School (Youth Only)	1	0	0	1	0	0	0	0	4	0	0		6	15
Exits Excluded from Performance	0	1	1	0	0	0	0	0	0	0	0		2	
Other Exits	82	40	12	4	2	3	7	4	6	0	0		181	40
<b>Program Activities/Services Summary</b>	<b>Enrolled</b>													
Core Services (Registered)	0	0	0	0	0	0	0	0	0	0	0		0	
Intensive Services	82	74	73	83	84	87	90	93	98	98	99		119	
Training Services	71	67	65	69	71	73	78	80	82	83	83		100	
Youth Services	449	362	338	436	470	495	548	590	631	662	672		856	
Concurrent Program Participants	334	261	250	323	339	355	381	403	430	443	449		589	
Individual Training Accounts	0	0	0	0	0	0	0	0	0	0	0		0	
Goals Set (Younger Youth Only)	12	10	31	112	47	41	85	45	96	49	16		634	



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Code	Description	Adult		Youth		Dislocated Worker		Totals		Grand Total
		New	Carry Over	New	Carry Over	New	Carry Over	New	Carry Over	
CORE B	10 FOLLOW UP SRVCS CNSLNG	18	17			16	14	34	31	65
	11 STAFF ASSIST JOB DEVELOP	2	4			20	4	22	8	30
	12 STAFF ASSIST JOB REFER	10	5			27	8	37	13	50
	13 STAFF ASSIST JOB SRCH	25	20			39	19	64	39	103
	14 STAFF ASSIST WRKSHP	2				2		4		4
	15 OTHER CORE SERVICES	10				11		21		21
	16 NON WIA FUNDED SERVICES									
	17 CO-ENROLLED CORE SERVICES		2			18	4	18	6	24
INTENSIVE	30 CASE MGMT FOR PARTIC	26	28	107	119	39	12	172	159	331
	31 COMPREHENSIVE ASSESSMNTS	11	2			27	3	38	5	43
	32 DEVELOP INDIV EMPL PLAN	11	1	1	1	21	3	33	5	38
	33 GROUP COUNSELING									
	34 EMPL EXPERIENCE			19	20			19	20	39
	35 INDIV CNSLNG CAREER PLAN			2				2		2
	36 OUT OF AREA JOB SEARCH									
	37 RELOCATION EXPENSES									
	38 SHORT TERM PREVOC SRVCS					1		1		1
	39 INTERNSHIPS									
	40 OTHER INTENSIVE SRVCS	3	1			10	2	13	3	16
	41 NONWIA FUND INTENS SRVCS									
	42 CO-ENROLLED INTENSIVE SRVCS									
TRAINING	50 ADULT EDUCATION			29	8			29	8	37
	51 CUSTOMIZED TRAINING	2				1		3		3
	52 ENTREPRENEURIAL TRAINING				1				1	1
	53 JOB READINESS TRAINING			19				19		19
	54 OCCUP SKILLS TRAINING	12	23	51	33	21	5	84	61	145
	55 ON THE JOB TRAINING	4				3		7		7
	56 PRIVATE SECTOR TRAINING									
	57 SKILL UPGRADNG RETRNG									
	58 WRKPLCE TRNG AND COOP ED									
	59 OTHER TRAINING SRVCS									
	60 NON-WIA FUNDED TRNG SRVCS	16	10			13	6	29	16	45
61 CO-ENROLLED TRAINING SRVCS										
YOUTH	70 SUMMER RELATED			1	1			1	1	2
	71 EDUCATNL ACHVMNT SRVCS			536	197			536	197	733
	72 EMPLOYMENT SERVICES			211	146			211	146	357
	73 CITIZEN LEADERSHIP SRVCS				1				1	1
	74 OTHER YOUTH SERVICES									
	75 NONWIA FUNDED YOUTH SRVCS									
	76 CO-ENROLLED YOUTH SRVCS									
MISC.	80 OTHER JTPA									
	81 SUPPORTIVE SERVICES	49	41	6	20	56	15	111	76	187
	82 NEEDS RELATED PAYMENT									
	83 BREAK IN SERVICE									
	84 NON-WIA FUNDED MISC									
	85 CO-ENROLLED MISCELLANEOUS									
	86 BRK IN SERV - HEALTH/MED			1				1		1
TOTAL		201	154	983	547	325	95	1509	796	2,305

**WIA Participant Characteristics Summary**

Report Period: 7/2004 to 05/2005

Data as of: 06/22/2005

	Adult		Dislocated Workers		Older Youth		Younger Youth		All Programs	
	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Total
<b>Total Participants</b>	241	100.0%	174	100.0%	211	100.0%	859	100.0%	1,485	100.0%
<b>Gender</b>										
Female	172	71.4%	91	52.3%	142	67.3%	457	53.2%	862	58.0%
Male	69	28.6%	83	47.7%	69	32.7%	402	46.8%	623	42.0%
<b>Age</b>										
14 - 18	3	1.2%	0	0.0%	0	0.0%	859	100.0%	862	58.0%
19 - 21	36	14.9%	5	2.9%	211	100.0%	0	0.0%	252	17.0%
22 - 29	75	31.1%	46	26.4%	0	0.0%	0	0.0%	121	8.1%
30 - 44	98	40.7%	65	37.4%	0	0.0%	0	0.0%	163	11.0%
45 - 54	19	7.9%	41	23.6%	0	0.0%	0	0.0%	60	4.0%
55 - 61	9	3.7%	14	8.0%	0	0.0%	0	0.0%	23	1.5%
62 - 64	1	0.4%	2	1.1%	0	0.0%	0	0.0%	3	0.2%
65 and Older	0	0.0%	1	0.6%	0	0.0%	0	0.0%	1	0.1%
<b>Race/Ethnicity</b>										
America Indian/Alaskan Native	5	2.1%	4	2.3%	2	0.9%	8	0.9%	19	1.3%
Asian	23	9.5%	8	4.6%	33	15.6%	172	20.0%	236	15.9%
Black/African American	19	7.9%	15	8.6%	19	9.0%	59	6.9%	112	7.5%
Hawaiian Native/Other Pacific Islander	4	1.7%	5	2.9%	1	0.5%	9	1.0%	19	1.3%
White	98	40.7%	67	38.5%	24	11.4%	127	14.8%	316	21.3%
Ethnicity Hispanic or Latino	98	40.7%	80	46.0%	134	63.5%	516	60.1%	828	55.8%
<b>Veterans Status</b>										
Total Veterans	12	5.0%	17	9.8%	1	0.5%	0	0.0%	30	2.0%
Campaign Veteran	10	4.1%	13	7.5%	0	0.0%	0	0.0%	23	1.5%
Disabled Veteran	3	1.2%	1	0.6%	0	0.0%	0	0.0%	4	0.3%
Recently Separated Veteran	4	1.7%	3	1.7%	1	0.5%	0	0.0%	8	0.5%
Spouse of Veteran	2	0.8%	3	1.7%	0	0.0%	0	0.0%	5	0.3%
<b>Labor Force Status</b>				0.0%						
Employed	96	39.8%	17	9.8%	30	14.2%	30	3.5%	173	11.6%
Unemployed	145	60.2%	155	89.1%	181	85.8%	828	96.4%	1,309	88.1%
<b>Public Assistance Status</b>										
TANF	17	7.1%	4	2.3%	19	9.0%	282	32.8%	322	21.7%
GA, RCA, or SSI	5	2.1%	4	2.3%	8	3.8%	66	7.7%	83	5.6%
Pell Grant Recipient	19	7.9%	7	4.0%	7	3.3%	3	0.3%	36	2.4%
Food Stamps	52	21.6%	19	10.9%	34	16.1%	335	39.0%	440	29.6%
<b>Education Status</b>										
Student, High School or Less	7	2.9%	4	2.3%	1	0.5%	724	84.3%	736	49.6%
Student, Attending Post High School	65	27.0%	15	8.6%	10	4.7%	5	0.6%	95	6.4%
Out-of-School, High School Dropout	11	4.6%	9	5.2%	44	20.9%	25	2.9%	89	6.0%
Out-of-School, High School Grad, with Employ Difficulty	58	24.1%	62	35.6%	153	72.5%	103	12.0%	376	25.3%
Out-of-School, HSG, No Employ Diff. (Counted as In-School)	100	41.5%	84	48.3%	3	1.4%	2	0.2%	189	12.7%
<b>Unemployment Insurance Status</b>										
UI Claimant	23	9.5%	120	69.0%	7	3.3%	2	0.2%	152	10.2%
UI Exhaustee	13	5.4%	31	17.8%	2	0.9%	0	0.0%	46	3.1%
<b>Barriers To Employment</b>										
Disabled	6	2.5%	3	1.7%	10	4.7%	160	18.6%	179	12.1%
Limited Eng. Proficiency	4	1.7%	5	2.9%	14	6.6%	84	9.8%	107	7.2%
Single Parent	60	24.9%	28	16.1%	30	14.2%	23	2.7%	141	9.5%
Worker Profiling/Reemployment Services Referral	4	1.7%	10	5.7%	0	0.0%	0	0.0%	14	0.9%
Low Income	133	55.2%	77	44.3%	208	98.6%	812	94.5%	1,230	82.8%
Displaced Homemaker	1	0.4%	0	0.0%	1	0.5%	0	0.0%	2	0.1%
Offender	15	6.2%	8	4.6%	17	8.1%	62	7.2%	102	6.9%
Homeless	2	0.8%	3	1.7%	11	5.2%	11	1.3%	27	1.8%
Runaway Youth	0	0.0%	0	0.0%	4	1.9%	9	1.0%	13	0.9%
Pregnant/Parenting Youth	0	0.0%	0	0.0%	47	22.3%	47	5.5%	94	6.3%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	206	97.6%	848	98.7%	1,054	71.0%
Basic Literacy Skills Deficient	69	28.6%	91	52.3%	199	94.3%	809	94.2%	1,168	78.7%
Substance Abuse	1	0.4%	0	0.0%	4	1.9%	28	3.3%	33	2.2%
Foster Youth	0	0.0%	0	0.0%	1	0.5%	27	3.1%	28	1.9%