

**Workforce Investment Board of Merced County
Quality Assurance Committee
Dept of Workforce Investment (Large Conference Room)
1880 W. Wardrobe Ave, Merced, CA
Friday, July 29, 2005, 7:30-9:00 a.m.
Meeting Agenda**



www.co.merced.ca.us/wi/wib/wib.html

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1. Call to Order and Roll Call
 2. Approval of Agenda
 3. Approval of Minutes (June 24, 2005).....
 4. Public Opportunity to Speak
 5. Action Agenda
 - a. Balanced Scorecard Dave Davis
 6. Information/Discussion
 - a. Common Performance Measures Dave Davis
 - b. Worknet Merced Recertification Dave Davis
 - c. Participant Data Reports Dave Cramer
 7. Chair Comments
 8. Next Meeting Date/Time – August 26, 2005, 7:30–9:00 a.m.
 9. Adjourn.....

**Workforce Investment Board
Quality Assurance Committee
1880 W. Wardrobe Ave
7:30-9:00 a.m., June 24, 2005
Meeting Minutes**



Members Present:

Ned Miller

Terry Nichols

Steve Tinetti

Members Absent:

Albert Montejano

Carole Roberds

Others Present:

Donna Barnes

Bernedette Castaneda

Dave Cramer

Dave Davis

Alfredo Mendoza

1. Call to Order/Roll Call – The meeting was called to order at 7:35 a.m..
2. Approval of Agenda – It was M/S/C Tinetti/Miller to approve the agenda as written.
3. Approval of Minutes – It was M/S/C Tinetti/Nichols to approve the minutes of February 25, 2005.
4. Public Opportunity to Speak - None
5. Action Agenda
 - a. Challenger Award 2005/2008 Application- Dave Davis distributed copies of the application to the committee members for review at the meeting. Mr. Davis explained, that in order to ensure the integrity of the process, copies of the application were only going to be provided to the examiners. Mr. Davis noted that copies will be mailed out to the examiners, Ned Miller, Albert Montejano, and Mike Sullivan, on Monday, June 29, 2005.

Bernedette Castaneda was in attendance to discuss the future plan for certification of the One-Stop in Los Banos. Ms. Castaneda gave an overview of the center in Los Banos. Ms. Castaneda explained the history of the influx in the population several years ago and how the economy of the dot com business affected the way services are provided to this population through the One-Stop in Los Banos. Additionally, Ms. Castaneda also reported that Los Banos has had 200 GED graduates through the use of the PLATO lab, noting this service is in high demand at the Los Banos One-Stop.
6. Information Agenda –
 - a. Participant Data Reports – Steve Tinetti questioned some data on the reports. Mr. Tinetti noted the report indicated that few customers reported hearing about the One-Stop through radio advertising. The question was raised about the amount of marketing done through this media. Mr. Davis reported the Department of Workforce Investment recently received a grant to serve customers with special needs and the Department is currently marketing heavily to advertise services available to this population. The grant is good through the end of June, so it is expected

that marketing will continue heavily through that time. In addition, the Department is working with other agencies to determine how to best reach this population to advertise the services available once the grant is up.

7. Chair Comments – None
8. Other - Dave Davis introduced Staff Services Analyst, Alfredo Mendoza. Mr. Mendoza will be staff to the WIB. Additionally, Mr. Davis advised the committee that there are three new WIB members. The new members are Larry Pitts, Chris Rosander, and Dr. Robert Fore.
9. Next Meeting – July 29, 2005
10. Adjourn – Meeting adjourned 8:05.

TO: WIB Quality Assurance Committee

DATE: 07/29/05

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Workforce Investment Board (WIB) Strategic Scorecard

PROPOSED MOTION(S): Review and discuss those measures assigned to Quality Assurance through the WIB Strategic Scorecard.

DISCUSSION: The WIB Strategic Scorecard was formally adopted October 25, 2004 and updated April 29, 2005. The Quality Assurance Committee has responsibility for the following measurements:

Customer Perspective

- **Business Customer Satisfaction**
- **Jobseeker Customer Satisfaction**

Internal Operations/Organizational Effectiveness

- **Program Accountability**

Learning and Innovation

- **Progress in Preparation for Worknet Recertification**

**ATTACHMENT(S):
Strategic Scorecard**

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

WIB GOALS

Goal # I Train and attract adaptable workers to fill industry needs.

Goal # II Influence the K-12 education system to design and implement strategies that provide students knowledge of employee skills and attitudes and develop metrics to assure success.

Goal # III Become an active advocacy voice and take political action on workforce development issues at the local, state, and national levels.

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 (Coordinated with Econ. Dev., Chambers, etc and conducted during regular visit with employer & include WIB members)	Annually (July)	QA & BSU
b. Are the Right Industries Targeted • Economic Development Targeted Industries • Growth Industries	Compare targets and adjust industry focus, if necessary	Review Industries adopted from the 2003 MCEDSP and LMI (Growth Industries & Early Warning Data (in development))	Biannually	PP&D & the Economic Development Action Team
2. Job Seeker Customer Satisfaction				
a. Job Seeker Needs Are Being Met	90%	Customer Satisfaction Surveys	Monthly	QA
b. Input from Customers Is Used To Improve Services	Rating to meet or exceed	Benchmark to similar service organizations Change to	Biannually Annually (Jan)	QA

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

		(Benchmark to locally respected organizations)		
3. Workforce Development Advocacy/Awareness	<p># Of Face to Face Meetings compared to previous year</p> <p># Of Written Communications compared to previous year</p> <p>Voting record of Legislators</p> <p>Positive impact to Support Local Control</p> <p>Stable or increased WIA Funding</p>	<p>Meetings with Legislators</p> <p>Written Communication with Legislators (requesting a response from them)</p> <p>Invitations to WIB Meetings</p> <p>Invitations to Worknet, i.e., for a tour, Chamber Mixer, etc.</p>	Biannually	Executive

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

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> <ul style="list-style-type: none"> • Numbers • Demographics White – 46.7% Hispanic – 32.4% Asian - 6.8% African Amer _ 3.8% Amer Indian _ 1.2% Pacific Isl _ 0.2% Others _ 8.9% • Performance Measures <p>b. Report Results:</p> <ul style="list-style-type: none"> • Audits • Monitoring • Youth Quarterly Program Reports <ul style="list-style-type: none"> Out-of-School Youth Younger Youth 	<p>Planned vs. Actual</p> <p>Participants vs. Merced Co. Demographics</p> <p>Attain 80% level on Goals</p> <p>Zero Findings</p> <p>Zero Findings</p> <p>Acceptable Progress based on contract timeline</p> <p>Acceptable Progress based on contract timeline</p>	<p>Participant Reports</p> <p>Participant Reports</p> <p>Performance Reports</p> <p>County Audit</p> <p>EDD Monitoring WI Monitoring</p> <p>Report from MCOE</p> <p>Report from MCOE</p>	<p>Quarterly</p> <p>Biannually (Jul/ Jan)</p> <p>Quarterly (1-Nov 2-Feb 3-May 4-Oct)</p> <p>Annually (May)</p> <p>Annually Biannually</p> <p>Quarterly</p> <p>Quarterly</p>	<p>QA</p> <p>QA</p> <p>QA</p> <p>QA</p> <p>QA</p> <p>QA</p> <p>YC</p> <p>YC</p>

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<p>c. Resources are Allocated Appropriately:</p> <ul style="list-style-type: none"> • Pilot Program in a specific Industry cluster (offering career ladders or move up strategy) • Quality Controls • Productivity 	Review results of training job and placements in the industry	Identify and select an Industry cluster	Biannually	PP&D
	Improved Scores	Customer Satisfaction Data	Yearly	QA
	Attainment	Performance Measures	Yearly	QA

Measurement Category: Financial/Market Perspective

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
<p>1. Expenditures including:</p> <ul style="list-style-type: none"> • Obligations • Accruals (Expenses) • Encumbrances • By funding source • By service • Plan vs. Actual 	<p>80% of Current Year Allocation Obligated by End of the Year</p> <p>70% Expended of Available Funds (Carryover plus Allocation) by the End of the Year</p>	Fiscal Reports	Monthly	Finance
<p>2. Revenue & Resources:</p> <p>a. Grants</p>	<p>#s Applied for and Source</p> <p>#s Received and \$\$ Amounts</p>	<p>WI Report</p> <p>WI Report</p>	<p>Quarterly</p> <p>Quarterly</p>	<p>Finance</p> <p>Finance</p>
<p>b. Revenue Generation</p>	<p># of Sources and Amount of \$\$</p>	<p>WI Report</p>	<p>Quarterly</p>	<p>Finance</p>

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

Measurement Category: Learning and Innovation

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Progress in Preparation for Worknet Recertification	On Schedule	Report from Worknet LT on Time Line	Bimonthly	QA
2. Influence the Workforce Investment System				
a. Education	Report on Activity	Participate on the P-16 Council	Quarterly	PP&D
b. Economic Development/Castle Development	New Jobs Created	Reports by MCEDCO, BEO and EDAC.	Quarterly	PP&D
	Jobs Lost	Reports on Rapid Response activity		
c. Workforce Housing	# of New Units Built # of building permits issued for workforce housing	Support the WIB Policy on Workforce Housing	Yearly	Executive

Glossary

BSU - Dept. of WI Business Services Unit

Executive - WIB Executive Committee

Finance - WIB Finance Committee

PP&D - WIB Program Planning & Development Committee

QA - WIB Quality Assurance Committee

YC - Youth Council

TO: Quality Assurance

DATE: 7/29/05

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Common Performance Measures

PROPOSED MOTION(S): Information Only.

DISCUSSION: At present there are 17 Performance Measures for WIA Adult, Dislocated Worker, Younger Youth and Older Youth Programs. Additionally, beginning July 1, 2005, the Department of Labor's (DOL) Employment and Training Administration has implemented 6 new measurements deemed "Common Measures" to allow for comparison of federal employment and training programs, including programs administered by the DOL and the Department of Education.

The State of California is considering requesting a waiver of the Workforce Investment Act (WIA) Section 136(b)(2) and (c)(1) specifying state and local performance measures. Obtaining this waiver from the Secretary of Labor will allow the State to reduce the number of WIA performance measures from 17 to six (6) performance measures aligned with Common Measures.

The old measures addressed Adults, Dislocated Workers, Younger Youth and Older Youth. Common Measures will measure 2 categories—Youth and Adult/Dislocated Workers. There will be very little change for the Adults/Dislocated Worker category. Measured will be:

1. Did they get a job?
2. Did they keep the job?
3. Did their earnings increase?

What will no longer be measured will be whether a credential was attained and customer satisfaction.

The changes for Youth are more dramatic. No longer will Youth be looked at as Older and Younger Youth. Now they will be combined (ages 14-21), as simply, Youth. Under past performance measures, a youth exiting the Younger Youth Program and returning to secondary school was a positive outcome. With Common Measures, it will be a negative. Today's youth performance will be based on three measurements. They are:

1. Did they graduate?
2. If they did graduate, did they go on to college, get a job, enlist in the military, or enter advanced training?
3. If they are out-of-school and basic skills deficient, did they increase their educational functioning level?

This waiver will request that the measure for Literacy and Numeracy gains be delayed for one year until July 1, 2007.

ATTACHMENT(S): N/A

TO: Quality Assurance

DATE: 07/29/05

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Worknet Recertification

PROPOSED MOTION(S): Information Only

DISCUSSION: During the October 29, 2004 Quality Assurance Committee meeting, a recertification baseline score of 330 and length of term of 3 years were approved. On June 14, 2005, the WIB Examiner Team received 8 hours of training on the examination process.

June 24, 2005, the Worknet Leadership Team's Application for Recertification was presented to the Quality Assurance Committee. Monday, June 27, 2005, the Application was electronically delivered to the WIB Examiner Team. Independent scoring of the Application should be completed by August 8, 2005. Next will come Consolidation of the Independent Scoring beginning August 26, 2005. Tentatively, the Examiner Team will meet September 6, 2005 for a full day Consensus meeting. September 27, 2005 is the tentative day for the Site Visit at Worknet, with October 21, 2005 as the target date for the evaluation process to be completed.

The completed document should be presented to the combined Quality Assurance/Executive Committees on October 28, 2005, and then to the WIB on November 10, 2005.

ATTACHMENT(S): N/A



Worknet

Customer Service & Satisfaction Report

For All Locations

JUNE 2005

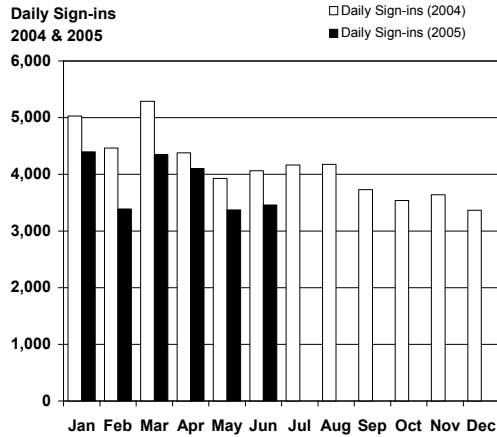
Merced County Department of Workforce Investment

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

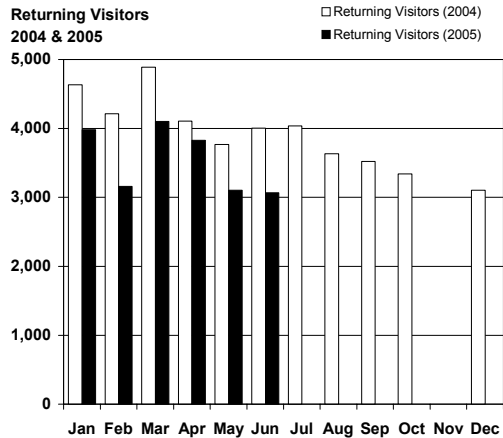


Return Visits

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

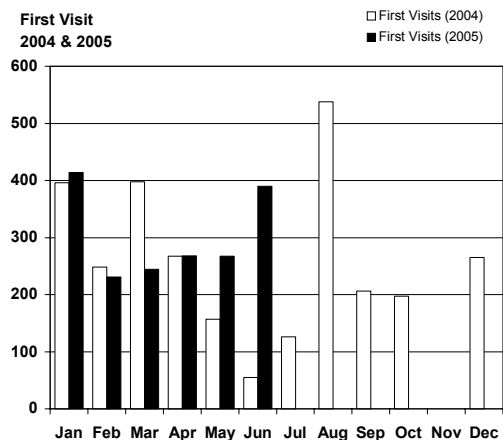


First Visits

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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<i>Would you refer our services to others?</i>	2
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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

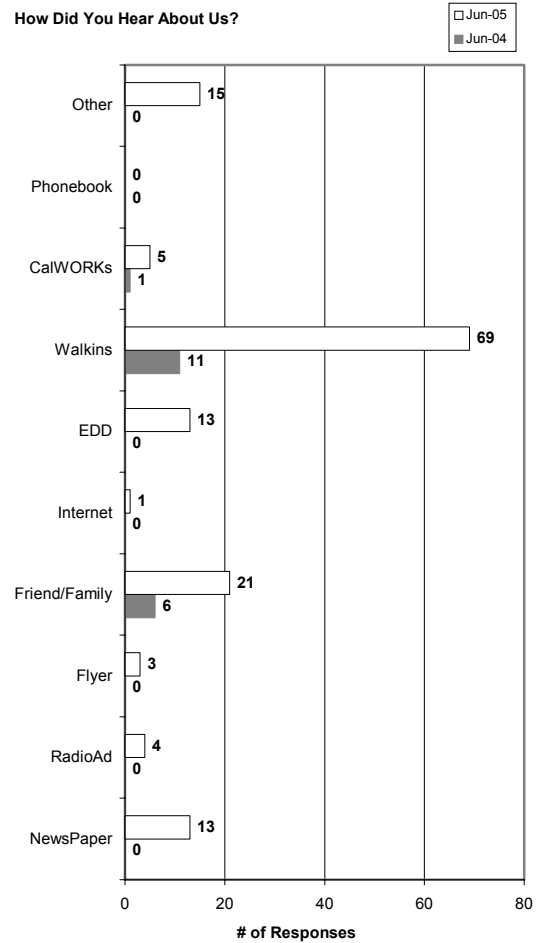
How did you hear about us?

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?



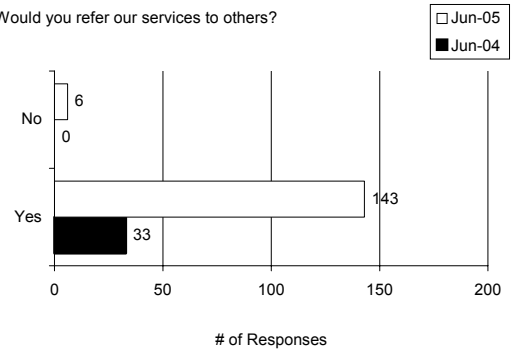
96.0 percent of our customer would refer our services to others

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?





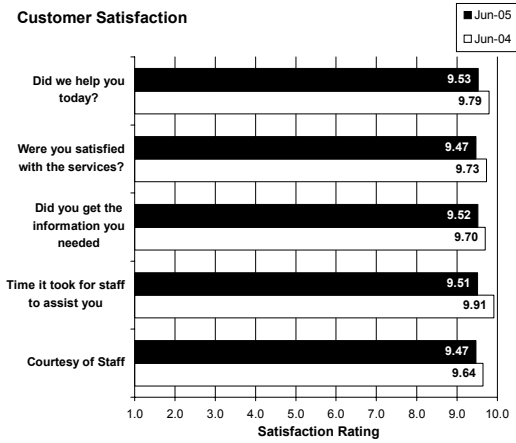
**Worknet
Customer Service & Satisfaction Report
For All Locations**

JUNE 2005

Merced County Department of Workforce Investment

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Customer Satisfaction



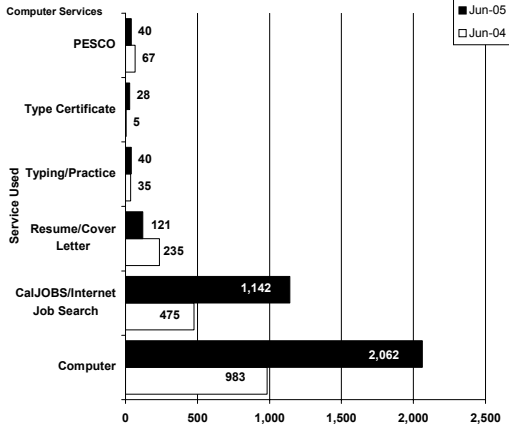
Customer Satisfaction Ratings

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?

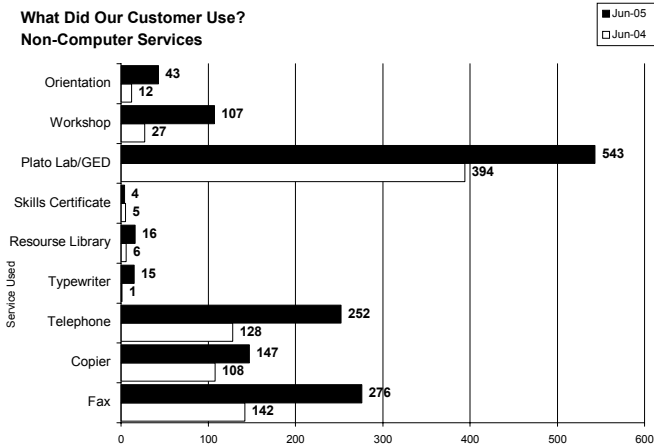


How our customers use our services?

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.



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

JUNE 2005

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - All Locations

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

	Jun-04	Apr-05	May-05	Jun-05
Daily Sign-ins				
Return Visit	4,005	3,831	3,106	3,067
First Visit	55	268	267	390
Total	4,060	4,099	3,373	3,457
How did you hear about us?				
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
What did our customer use?				
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
Customer Satisfaction				
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
Would you refer our services to others?				
Yes	33	283	172	143
No	0	21	6	6



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

JUNE 2005

Merced County Department of Workforce Investment

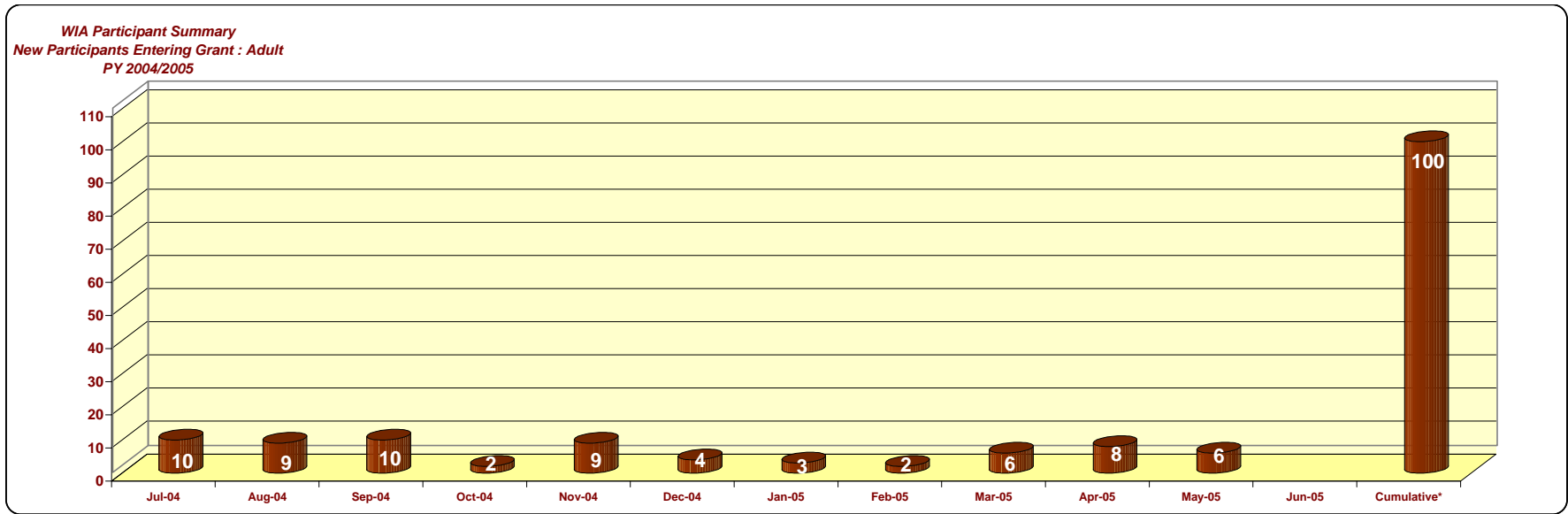
Customer Service/Satisfaction Summary Data - Individual Locations

Who were are visitors	Merced	Los Banos	Livingston	All Locations
First Visit	299	91	0	390
Return Visit	1,901	1,166	0	3,067
How did you hear about us?				
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
What did our customers use?				
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
Customer Satisfaction				
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
Total Participants	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
Total Participants Exiting WI	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

	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	

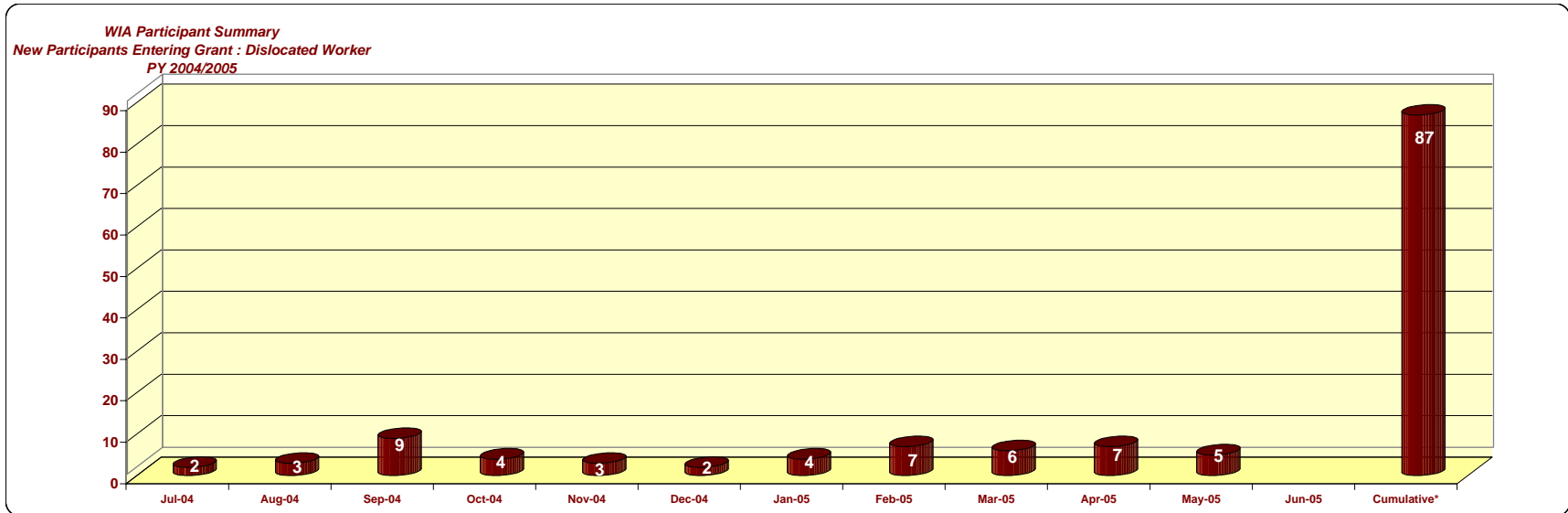


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WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER
PY 2004/2005
Report Range 07/2004 to 05/2005

	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*
Total Participants	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
Total Participants Exiting WI	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

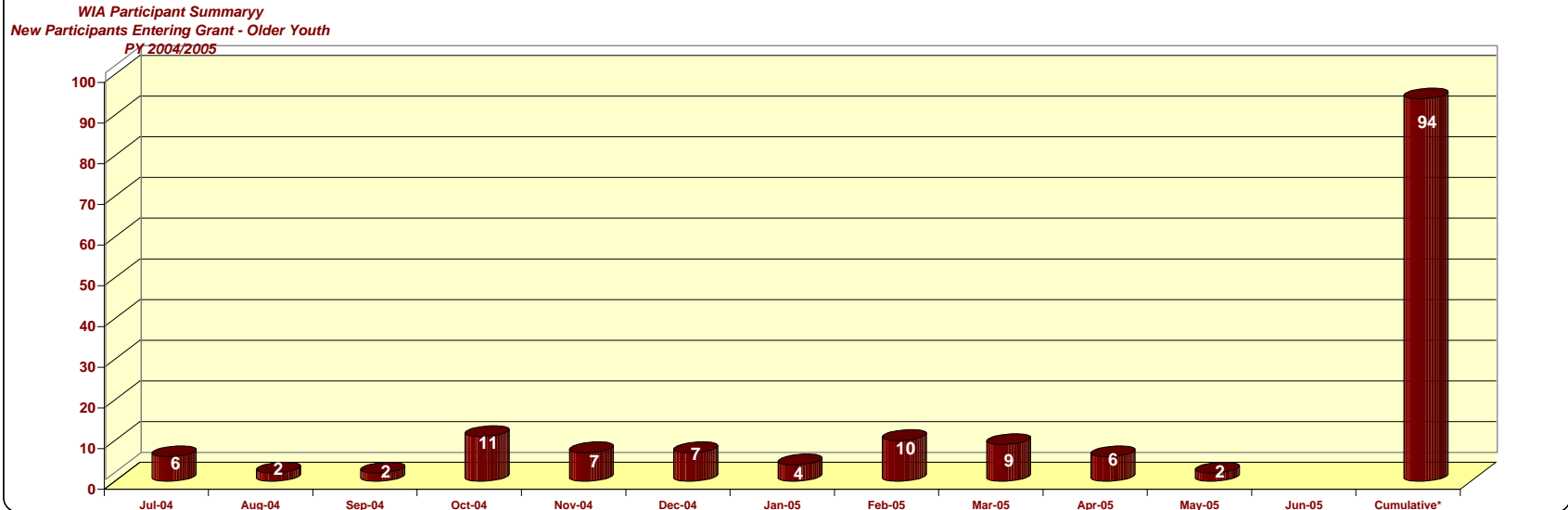
Program Activities/Services Summary	Enrolled												PY 04/05	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05		Cumulative*
Core Services (Registered)	89	92	104	95	98	102	92	105	121	121	129		174	500
Intensive Services	62	66	69	64	67	71	66	80	92	91	110		144	150
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

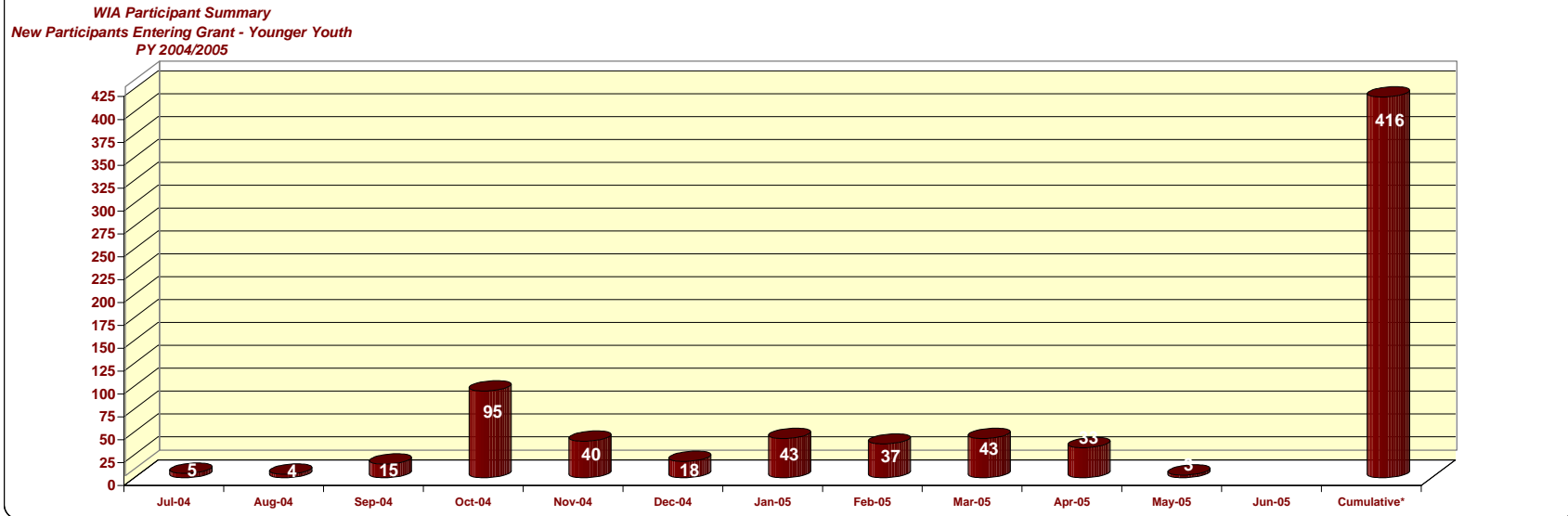
	OLDER YOUTH												Part. Plan PY 04/05	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05		Cumulative*
Total Participants	130	113	117	122	132	143	150	161	170	172	172		211	310
Participants Carried In	124	111	115	111	125	136	146	151	161	166	170		117	234
New Participants Entering Grant	6	2	2	11	7	7	4	10	9	6	2		94	76
Total Participants Exiting WI	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
Program Activities/Services Summary	Enrolled													
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
Total Participants	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
Total Participants Exiting WI	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
Program Activities/Services Summary	Enrolled													
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
Total Participants	241	100.0%	174	100.0%	211	100.0%	859	100.0%	1,485	100.0%
Gender										
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%
Age										
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%
Race/Ethnicity										
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%
Veterans Status										
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%
Labor Force Status				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%
Public Assistance Status										
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%
Education Status										
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%
Unemployment Insurance Status										
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%
Barriers To Employment										
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%