

**Workforce Investment Board  
 Executive Committee  
 1880 W. Wardrobe Ave, Merced, CA 95341  
 August 4, 2008, 7:30-9:00 a.m.  
 Meeting Agenda**



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

1. Call to Order/Roll Call.....
2. Approval of Agenda .....
3. Approval of July 7, 2008 Minutes .....
4. Public Opportunity to Speak.....
5. Action Agenda .....
- a. Domain Name for Workforce Investment Board Website .....Brian Cutler
- b. Merced County Comprehensive Economic Development Strategy (CEDS) .....Brian Cutler
6. Discussion .....
- a. Recruitment of Private Sector Members.....Brian Cutler
- b. Workforce Investment Board Strategic Scorecard Review ..... Alfredo Mendoza
  - 1) Management Category: Customer Perspective – Sections 1.a., 1.b. and 2.a. (Page 1) .....
  - 2) Management Category: Internal Operations – Sections 1.a. and 1.b. (Page 2) .....
7. Information .....
- a. Youth Council Report ..... Rennise Ferrario
  - 1) Youth Opportunity Program Yearbook (Distributed at the Meeting) ..... Alfredo Mendoza
- b. Fiscal Reports ..... Jackie Walther-Parnell
- c. Participant Reports.....Brian Cutler
- d. Customer Service and Satisfaction Report FY 07/08 ..... Joanne Presnell
- e. Integrated Service Delivery Model..... Alfredo Mendoza
- f. 2 Million Minutes (Save the Date Flyer) ..... Alfredo Mendoza
- g. WIB Resignation – Thomas Tsubota..... Alfredo Mendoza
8. Director Comments.....(5 min)
9. Chair Comments .....(5 min)
10. Next Meeting – September 1, 2008 .....
11. Adjourn .....

**Workforce Investment Board  
Executive Committee  
1880 W. Wardrobe Ave  
July 7, 2008, 7:30-9:00 a.m.  
Meeting Minutes**



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

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**Members Present:**

Kathleen Crookham	Edward Dietz	Albert Montejano (Chair)	Steve Newvine
Alfonse Peterson	Al Romero	Vann (Mike) Smith	

**Members Absent:**

Rennise Ferrario

**Others Present:**

Andrea Baker	Brian Cutler	Dee Knight	Alfredo Mendoza
Joanne Presnell	Jackie Walther-Parnell		

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1. Call to Order/Roll Call: The Chair, Mr. Albert Montejano, called the meeting to order at 7:38 a.m. Roll call was taken.
  2. Approval of Agenda: It was *M/S/C Romero/Peterson* to approve the agenda as published.
  3. Approval of Minutes: It was *M/S/C Smith/Crookham* to approve the May 5, 2008 minutes.
  4. Public Opportunity to Speak: None.
  5. Action Agenda:
    - a. Workforce Investment Board Membership – Ms. Amalee Jayasinghe: It was *M/S/C Newvine/Peterson* to accept the nomination of Ms. Jayasinghe, which has been sent to the Board of Supervisors for approval.
    - b. Workforce Investment Board Strategic Scorecard: It was *M/S/C Peterson/Smith* to accept the revised Workforce Investment Board Strategic Scorecard.
    - c. Authorization to Sign Documents Resolution Approval Request: It was *M/S/C Romero/Peterson (abstain Crookham)* to approve the recommended Documents Resolution Request with the below-stated changes, and forward to the Workforce Investment Board (WIB) for submission to the Board of Supervisors.
      - o Add that the Executive Committee would have oversight of the application process.
      - o Add that no matching funds would be requested from Merced County General Fund.
      - o Staff will take the Resolution Request to appropriate County officials for their input before submission to the WIB.
    - d. Workforce Investment Board & Executive Committee Meetings for PY 08/09: It was *M/S/C Smith/Crookham* to approve the meeting calendar for PY 08/09.
    - e. Workforce Investment Board Members at Large: It was *M/S/C Crookham/Smith* to accept the current appointed and at-large members, and their names be submitted to the WIB for approval.
    - f. Recertification of Los Banos Worknet Employment Resource Center: It was *M/S/C Peterson/Newvine* to approve the Los Banos recertification recommendation, and forward to the WIB for approval.

It was recommended that a Letter of Recognition be sent to the Los Banos Office Assistant for her energetic and helpful attitude toward the customers.

g. Exceptions to Individual Training Account Policy: It was *M/S/C Newvine/Peterson* to approve the change to the Individual Training Account Policy.

6. Discussion:

a. Workforce Investment Board Retreat: It has been two years since the last retreat. Staff would provide WIB members with a list of suggested topics for the retreat, and a Zoomerang would be sent to get the top three topics. It was suggested the retreat occur during the 3<sup>rd</sup> or 4<sup>th</sup> week in September. Anyone having a topic to be considered should e-mail it to Ms. Baker within the next two weeks.

b. Review Workforce Investment Board Strategic Scorecard Categories: Staff went over the categories to be reviewed for July.

7. Information:

a. Youth Council Report: Staff noted the Youth Council would be having a presentation in September from Tulare County, who already has a youth website, to get ideas for Merced's youth website. Before the Youth Council meeting this Wednesday, at 3:30 p.m., there will be a showing of "2 Million Minutes" (a documentary of students in high school that is an eye-opener). There are still copies of the Youth Council Directory available.

b. Political Issues of Importance.

c. Fiscal Reports.

d. Customer Service and Satisfaction Report May 08.

8. Director Comments: Ms. Andrea Baker noted Human Services Agency has asked to review its contract with our Department. It is expected the impact would be minimal to the Workforce Investment Act programs. She provided a copy of the Merced Sun-Star showing an article on the Chair's son who was recognized as Student of the Year for Merced College.

9. Chair Comments: The Chair thanked everyone for attending the meeting. He welcomed Mr. Steve Newvine and Mr. Alfonse Peterson to the Executive Committee as the new vice chairs, and stated he was looking forward to working with them.

10. Next Meeting: August 4, 2008, Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave.

11. Adjourn: The meeting adjourned at 8:46 a.m.

**TO: Executive Committee**

**DATE: 08/04/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Domain Name for Workforce Investment Board (WIB) Website**

**PROPOSED MOTION(S): Choose one of four available domain names for the WIB's website.**

**DISCUSSION: A domain name can reflect the type of business or organization that a website represents. If it is a part of the URL or web address, it can be remembered to go to that website. Due to changes in the County website design, the WIB now has an opportunity to select a domain name for its website. The following domain names are available at the writing of this paper:**

- a. mcwib.org**
- b. mercedwib.org**
- c. mcwib.com**
- d. mercedwib.com**

**ATTACHMENT(S): N/A5**

**TO: Executive Committee**

**DATE: 08/04/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Workforce Investment Board (WIB) Representation – Merced County Comprehensive Economic Development Strategy (CEDs) - “Strategy Committee”**

**PROPOSED MOTION(S): Appoint a representative of the Executive Committee to serve on the CEDs Committee.**

**DISCUSSION: The Merced County Economic Development Corporation (MCEDCO) is proceeding with a countywide CEDs to help position the cities and County of Merced to compete for federal funding through the US Department of Commerce, Economic Development Administration (EDA). MCEDCO is the Planning Organization for CEDs, and has identified its Executive Committee as the Strategy Committee.**

**MCEDCO has asked for participation and support from the WIB for this project. Mr. Robert Harmon was the past WIB Representative. They would like to know if the WIB can provide a representative to attend the final review on Wednesday, August 20, 2008. As an alternative, the WIB could offer comments through the public hearing process at the Board of Supervisors tentatively scheduled for Tuesday, August 19, 2008.**

**ATTACHMENT(S): N/A**

**TO: Executive Committee**

**DATE: 08/04/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Recruit Workforce Investment Board Members from Private Sector and Labor**

**PROPOSED MOTION(S): Discussion Only.**

**DISCUSSION: Section 117 of the Workforce Investment Act (WIA) outlines criteria for membership on the local Workforce Investment Board (WIB). One of the requirements is that a majority of the members of the Local Board shall be representatives of business in the local area who--**

- **Are owners of businesses, chief executives or operating officers of businesses, and other business executives or employers with optimum policymaking or hiring authority;**
- **Represent businesses with employment opportunities that reflect the employment opportunities of the local area;\* and**
- **Are appointed from among individuals nominated by local business organizations and business trade associations.**

**\*Regarding bullet 2 above: The WIB has approved Healthcare and Manufacturing as local demand industries. The Central California Workforce Association Collaborative (CCWC), which has been endorsed by the WIB and has membership, has agreed to align local regional workforce development resources for the following industry clusters: (1) Agribusiness, including Food Processing, Agricultural Technology, and Biotechnology; (2) Manufacturing; (3) Supply Chain Management and Logistics; (4) Health and Medical Care; and (5) Renewable Energy.**

**Currently, we are just over our 50% private sector membership. If we loose any private sector members, we could be out of compliance with WIA mandates.**

**In addition: UI Code 14202 describes the mandatory composition of Local Boards. Section 14202(c) constitutes a significant change. It provides for “Representatives of labor organizations nominated by local labor federations, including a representative of an apprenticeship program. At least 15 percent of local board members shall be representatives of labor organizations unless the local labor federation fails to nominate enough members. If this occurs, then at least 10 percent of the local board members shall be representatives of labor organizations.”**

**Currently we have two labor representatives on the WIB, one of which is on the way out. We are currently out of compliance with UI Code 14202.**

**WIB members are encouraged to submit potential WIB member names to WIB staff (that appear to meet the above criteria) so they can gather information/set up informational interviews as needed.**

**ATTACHMENT(S): N/A**

**TO: Executive Committee**

**DATE: 08/04/08**

**FROM: WIB Staff**

For Action

For Information

For Discussion

**SUBJECT: Workforce Investment Board (WIB) Strategic Scorecard**

**PROPOSED MOTION(S): Review and discuss applicable Measure/Indicators from the WIB Strategic Scorecard.**

**DISCUSSION: The WIB's Strategic Scorecard is to be used to manage the attainment of the WIB's efforts. The Scorecard is divided into four Measurement Categories:**

**1) Customer Perspective, 2) Internal Operations/Organizational Effectiveness, 3) Financial/Market Perspective, and 4) Learning & Innovation.**

**The areas that require discussion/review:**

**Customer Perspective**

**1.a. Business Customer Satisfaction**

**The method for this Measure/Indicator was created by a standing committee. Employers throughout the Central Valley are currently being surveyed by the Fresno WIB (through an Employment Study) for information that will be used to populate the "careersinthevalley.com website". Additionally, the Department of Workforce Investment will be hosting a Job Fair/Career Day (specifically aimed at the manufacturing sector). Information similar to the 10 face-to-face survey may also be accomplished by providing the Executive Committee with updates as to the number of:**

- 1. screenings requested,**
- 2. job orders placed,**
- 3. repeat customers, and**
- 4. overall utilization of Worknet Business Services.**

**Additionally, the Executive Pulse (currently being populated) has a feature that will allow email survey questions to be sent to participating employers.**

**1.b. Are the Right Industries Targeted**

**Currently, sectors the WIB has focused on includes Healthcare and Manufacturing. Focus in the healthcare sector includes the Federal Nursing Grant and incentive funding used to support this sector. The manufacturing industry cluster continues to be addressed through regional efforts via the**

Northern San Joaquin Valley Manufacturing Industry Project, including the Manufacturing Skills Standards Certificate (MSSC) and manufacturing specific training provided through State Center Community College District in Madera. The Central California Workforce Collaborative established by the California Partnership for the San Joaquin Valley supports the following target clusters (1) Agribusiness, including Food Processing, Agricultural Technology, and Biotechnology; (2) Manufacturing; (3) Supply Chain Management and Logistics; (4) Health and Medical Care; and (5) Renewable Energy. In keeping alignment with the goals of the CCWC (comprised of all WIBs in the Central Valley) the Merced WIB is collaborating with Stanislaus WIB and San Joaquin WIB in a Regional Innovations Grant studying the Biotech Industry.

**2.a. Job Seeker Customer Satisfaction**

*See Customer Service & Satisfaction Report For All Locations June 2008*

**Internal Operations/Organizational Effectiveness**

**1.a. Planned vs Actual Participant Activity**

Numbers – *See Participant Reports (page 1 of 4)*

**Merced County Population**

<b>(census 2000)</b>		<b><i>Participant Report (page 2 of 4)</i></b>	
White	40.6 %	White	24.7 %
Hispanic	45.3 %	Hispanic	58.7 %
Asian	6.8 %	Asian	11.4 %
African American	3.8 %	African American	6.5 %
American Indian	1.2 %	American Indian	1.7 %
Other	2.3 %	Other	1.9 %

**1.b. Monitoring**

LVN Monitoring is underway – results not available until August 2008.

**Financial/Market Perspective**

*1. See Attached Financial Report*




**ATTACHMENT(S):  
Strategic Scorecard**

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

**WIB GOALS**

- Goal 1:** Clarified roles & responsibilities & improved communication in economic development.
- Goal 2:** Increased private sector involvement & ownership of the WIB.
- Goal 3:** Increased visibility with clear, consistent message focused on business.
- Goal 4:** More diverse resources & efficiency / effectiveness measures.
- Goal 5:** Identify & deliver services needed by business.
- Goal 6:** Implement one additional industry cluster.
- Goal 7:** Increased support for K-12 improvement.

**Measurement Category: Customer Perspective**

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
 1. Business Customer Satisfaction a. Employer Needs Are Being Met	80% Satisfaction Rate & Increase in the # of Employers using Worknet Services	Face to face 10 Question Survey of 30 Employers	Annually (July)	Exec
 b. Are the Right Industries Targeted • Economic Development Targeted Industries • Growth Industries	Compare targets and adjust industry focus, if necessary	Review LMI (Growth Industries & Early Warning Data)	Annually (July)	Exec
2. Job Seeker Customer Satisfaction a. Job Seeker Needs Are Being Met	90%	Customer Satisfaction Surveys One Stop Management	Biannually (Jan/July)	Exec
b. Input from Customers Is Used To Improve Services	Rating to meet or exceed		Biannually (Jan/July)	Exec
 3. Workforce Development Advocacy/Awareness	# Of Face to Face Meetings  # Of Written	Meetings with Legislators	Annually (April)	Exec

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

	Communications  Voting record of Legislators  Positive impact to Support Local Control  Stable or increased WIA Funding	Written Communication with Legislators (requesting a response) Invitations to WIB Meetings  Invitations to Worknet, i.e., for a tour, Chamber Mixer, etc.		
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**Measurement Category: Internal Operations/Organizational Effectiveness**

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
1. Program Accountability:  a. Plan vs. Actual Participant Activity  Numbers Merced County Population Demographics <ul style="list-style-type: none"> <li>• White – 40.6%</li> <li>• Hispanic – 45.3%</li> <li>• Asian – 6.8%</li> <li>• African Amer – 3.8%</li> <li>• Amer Indian – 1.2%</li> <li>• Others – 2.3%</li> </ul> <ul style="list-style-type: none"> <li>• Performance Measures</li> </ul>	Planned vs. Actual  Participants vs. Merced Co. Demographics         Attain 80% level on Goals	Participant Reports  Participant Reports         Performance Reports	Quarterly (Oct/Jan/Apr/Jul)  Biannually (Jul/Jan)         Quarterly (Nov/Feb/May/Oct)	Exec  Exec         Exec
b. Report Results:  <ul style="list-style-type: none"> <li>• Audits</li> </ul>	Zero Findings	Single Audit	Annually (May)	Exec

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<ul style="list-style-type: none"> <li>Monitoring</li> <li>Youth Quarterly Program Reports</li> <li>Out-of-School Youth</li> <li>Younger Youth</li> </ul> <p>c. Resources are Allocated Appropriately:</p> <ul style="list-style-type: none"> <li>The Selected Industry Cluster and Occupations Within The Cluster Are Being Supported</li> <li>Quality Controls</li> <li>Productivity</li> </ul>	Acceptable Progress	EDD Monitoring	Annually (Feb)	Exec
	Acceptable Progress	WI Monitoring	Biannually (Jan/Jul)	
		Report from MCOE	Quarterly	YC
		Report from MCOE	Quarterly	YC
	Review results of training and job placements in the industry	Identify and select industry cluster	Annually (July)	Exec
Improved Scores	Customer Satisfaction Data	Annually (July)	Exec	
Attainment	Performance Measures	Annually (July)	Exec	



**Measurement Category: Financial/Market Perspective**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Expenditures including: <ul style="list-style-type: none"> <li>Obligations</li> <li>Accruals (Expenses)</li> <li>Encumbrances</li> <li>By funding source</li> <li>By service</li> <li>Plan vs. Actual</li> </ul>	80% Expended by End of Year	Fiscal Reports	Monthly	Exec
2. Revenue & Resources: <p>a. Grants</p>	#s Received	WI Report	Quarterly	Exec

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

b. Revenue Generation	#s Applied for Sources  # of Sources Amount of \$\$	WI Report	(Oct/Jan/Apr/Jul)  Quarterly (Oct/Jan/Apr/Jul)	Exec
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**Measurement Category: Learning and Innovation**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Influence the Workforce Investment System				
 a. Education	Report on Activity	Participate on the P-16 Council	Quarterly	Exec
 b. Economic Development Adhoc Committee	New Jobs Created Jobs Retained or Jobs Lost	Reports by MCEDCO, and CAED	Quarterly	Exec

**Glossary**

Exec - WIB Executive Committee

YC - Youth Council

Revision Date: July 10, 2008

**TO: Executive Committee**

**DATE: 08/04/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: WIA Fiscal Reports**

**PROPOSED MOTION(S):** None. Information Only.

**DISCUSSION:** Attached is the Fiscal Report for Fiscal Year 2007/08 covering July 1, 2007 through June 30, 2008. This report shows all WIA funds available for Fiscal Year 2007/08, accrued expenditures through June 30, 2008, and obligations as of June 30, 2008.

Also attached are the Contracts Report showing payments made on FY 07/08 accounts receivable contracts through July 22, 2008.

Staff will be present at the meeting to answer questions.

**ATTACHMENT(S):**

FY 2007/08 WIA Fiscal Report

Contracts Report

**MERCED COUNTY DEPARTMENT OF WORKFORCE INVESTMENT  
FISCAL REPORT FOR FINANCE COMMITTEE  
For Fiscal Year 2007/2008  
July 1, 2007 - June 30, 2008  
Through 06/30/08**

**Target 100.00%**

AVAILABLE FUNDS			BUDGET				ACTUAL			OBLIGATIONS			COMMITTED - AVAILABLE			
	Carryover Funds From 06/07	Appropriation FY 07/08	Planned for New Funds Per Estimated Plan Mod 7/1/07 to 6/30/08	Budget for Available Funds	Budget Adjustments	Revised Budget	Accrued Expense FY to Date	Available	Percent Expended to Date	Total Obligated Funds	Available after Obligations	Percent Spent + Obligated	Total Committed Funds	Available after Committed	Pct Spent + Obligated + Committed	
<b>ADULT</b>																
07/08 Allocation		\$ 1,470,295	Core A \$ 313,771	\$ 364,583	\$ 21,621	\$ 386,205	\$ 355,120	\$ 31,084.78	91.95%	\$ 31,085	\$ -	100.00%	\$ -	\$ -	100.00%	
			Core B \$ 433,231	\$ 503,389	\$ 70,999	\$ 574,388	\$ 528,552	\$ 45,835.57	92.02%	\$ 45,836	\$ -	100.00%	\$ -	\$ -	100.00%	
			Intensive \$ 117,021	\$ 135,972	\$ (5,520)	\$ 130,451	\$ 109,730	\$ 20,721	84.12%	\$ 14,149	\$ 6,572	94.96%	\$ 6,572	\$ -	100.00%	
PY Cash Balances 6/30/07	\$ 273,513		Training \$ 459,243	\$ 533,613	\$ (142,469)	\$ 391,144	\$ 289,270	\$ 101,874	73.95%	\$ 64,136	\$ 37,739	90.35%	\$ 37,739	\$ -	100.00%	
	\$ 273,513	\$ 1,470,295	<b>Total</b>	\$ 1,323,266	\$ 1,537,557	\$ (55,369)	\$ 1,482,188	\$ 1,282,672	\$ 199,516	86.54%	\$ 155,206	\$ 44,311	97.01%	\$ 44,311	\$ -	100.00%
<b>DISPLACED WORKER</b>																
07/08 Allocation		\$ 1,099,664	Core A \$ 351,873	\$ 424,327	\$ (87,298)	\$ 337,029	\$ 290,859	\$ 46,170	86.30%	\$ 23,669	\$ 22,501	93.32%	\$ 22,501	\$ -	100.00%	
			Core B \$ 318,255	\$ 383,787	\$ 127,980	\$ 511,767	\$ 470,580	\$ 41,187	91.95%	\$ 41,187	\$ -	100.00%	\$ -	\$ -	100.00%	
			Intensive \$ 96,107	\$ 115,896	\$ (17,213)	\$ 98,683	\$ 82,138	\$ 16,546	83.23%	\$ 6,776	\$ 9,769	90.10%	\$ 9,769	\$ -	100.00%	
PY Cash Balances 6/30/07	\$ 241,125		Training \$ 223,463	\$ 269,476	\$ (70,768)	\$ 198,709	\$ 170,067	\$ 28,642	85.59%	\$ 11,858	\$ 16,783	91.55%	\$ 16,783	\$ -	100.00%	
	\$ 241,125	\$ 1,099,664	<b>Total</b>	\$ 989,698	\$ 1,193,487	\$ (47,299)	\$ 1,146,188	\$ 1,013,644	\$ 132,544	88.44%	\$ 83,491	\$ 49,054	95.72%	\$ 49,053	\$ -	100.00%
<b>YOUTH</b>																
07/08 Allocation		\$ 1,590,556	In School \$ 858,900	\$ 1,221,125	\$ (26,797)	\$ 1,194,328	\$ 693,362	\$ 500,966	58.05%	\$ 250,848	\$ 250,119	79.06%	\$ 250,118	\$ -	100.00%	
			Out of School \$ 572,601	\$ 814,084	\$ (40,195)	\$ 773,889	\$ 650,095	\$ 123,794	84.00%	\$ 37,409	\$ 86,385	88.84%	\$ 86,385	\$ -	100.00%	
PY Cash Balances 6/30/07	\$ 737,863		<b>Total</b>	\$ 1,431,501	\$ 2,035,209	\$ (66,992)	\$ 1,968,217	\$ 1,343,457	\$ 624,761	68.26%	\$ 288,257	\$ 336,504	82.90%	\$ 336,503	\$ -	100.00%
	\$ 737,863	\$ 1,590,556														
<b>ADMINISTRATIVE</b>																
			<b>Total Admin</b>	\$ 416,050	\$ 646,762	\$ (7,419)	\$ 639,343	\$ 431,707	\$ 207,637	67.52%	\$ 27,093	\$ 180,544	71.76%	\$ -	\$ 180,544	71.76%
<b>All Formula Grants</b>	\$ 1,252,501	\$ 4,160,515	<b>Total</b>	\$ 4,160,515	\$ 5,413,016	\$ (177,079)	\$ 5,235,937	\$ 4,071,480	\$ 1,164,458	77.76%	\$ 554,046	\$ 610,412	88.34%	\$ 429,867	\$ 180,544	96.55%
<b>RAPID RESPONSE/15%/25%</b>																
Formula Rapid Response (541)	\$ (5,107)	\$ 208,630	Rapid Resp. \$ 208,630	\$ 203,523		\$ 203,523	\$ 203,523	\$ -	100.00%	\$ -	\$ -	100.00%	\$ -	\$ -	100.00%	
CalGRIP*		\$ 400,000	CalGRIP \$ 400,000	\$ 400,000		\$ 400,000	\$ 19,900	\$ 389,100	2.73%	\$ 362,222	\$ 26,878	93.28%	\$ 26,878	\$ -	100.00%	
CVOC/DWI Joint Project (537)	\$ 30,578		CVOC \$ -	\$ 30,578		\$ 30,578	\$ 30,578	\$ -	100.00%	\$ -	\$ -	100.00%	\$ -	\$ -	100.00%	
High Concentration of Youth (648)	\$ 55,000		HCoY \$ -	\$ 55,000		\$ 55,000	\$ 55,000	\$ -	100.00%	\$ -	\$ -	100.00%	\$ -	\$ -	100.00%	
	\$ 80,471	\$ 608,630	<b>Total</b>	\$ 208,630	\$ 689,101	\$ -	\$ 689,101	\$ 300,002	\$ 389,100	43.54%	\$ 362,222	\$ 26,878	96.10%	\$ 26,878	\$ -	100.00%
<b>INCENTIVE AWARDS</b>																
07/08 Award (Amount TBD)			Incentive \$ -	\$ 22,656	\$ (22,656)	\$ -	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		
PY Cash Balances 6/30/07	\$ 22,656				\$ 20,950	\$ 20,950	\$ 20,950	\$ -	100.00%	\$ -	\$ -	100.00%	\$ -	\$ -	100.00%	
Designated for RN Supportive Svcs					\$ 1,706	\$ 1,706	\$ 1,706	\$ -	100.00%	\$ -	\$ -	100.00%	\$ -	\$ -	100.00%	
Other Incentive Costs																
	\$ 22,656	\$ -	<b>Total</b>	\$ -	\$ 22,656	\$ (22,656)	\$ -	\$ 22,656	\$ -	100.00%	\$ -	\$ -	100.00%	\$ -	\$ -	100.00%
<b>OTHER (DoL, Contract, etc.)</b>																
Federal LVN Grant*	\$ 1,850,443		LVN Project \$ -	\$ 1,850,443		\$ 1,850,443	\$ 658,336	\$ 1,192,107	35.58%	\$ 847,158	\$ 344,950	81.36%	\$ 344,950	\$ -	100.00%	
San Joaquin Manufacturing Contract*	\$ 90,000		San Joaquin \$ -	\$ 90,000		\$ 90,000	\$ 38,181	\$ 51,819	42.42%	\$ 37,449	\$ 14,369	84.03%	\$ 14,369	\$ -	100.00%	
Madera Dislocated Worker Contract**	\$ 88,163		Madera \$ -	\$ 88,163		\$ 88,163	\$ 88,163	\$ -	100.00%	\$ -	\$ -	100.00%	\$ -	\$ -	100.00%	
CCWC (WorkKeys) Contract*		\$ 99,137		\$ 99,137		\$ 99,137	\$ 58,702	\$ 40,435	59.21%	\$ 2,053	\$ 38,381	61.28%	\$ 38,381	\$ -	100.00%	
MC Career Advancement Academy		\$ 10,000		\$ 10,000		\$ 10,000	\$ 10,000	\$ -	100.00%	\$ -	\$ -	100.00%	\$ -	\$ -	100.00%	
	\$ 2,028,606	\$ 109,137	<b>Total</b>	\$ 109,137	\$ 2,137,743	\$ -	\$ 2,137,743	\$ 853,383	\$ 1,284,361	39.92%	\$ 886,660	\$ 397,700	81.40%	\$ 397,700	\$ -	100.00%

\* Amounts represent entire multi-year award amounts, which are immediately available. \*\*Reflects contract amendment of February 27, 2008 reducing total contract amount.

**BUDGET:** Includes all funds available for fiscal year based on Plan to be submitted to EDD on request, revised in accordance with latest appropriations information received from Chief, Workforce Services Division, as required. Formula Administrative Funds lose their identity upon appropriation. R760332 Mod 7 adds \$4,844 to FY 06/07 Carryover Funds (not to be used for Administrative Costs.) Budget Adjustments include Federally Mandated Rescissions of April 2008.

**OBLIGATIONS:** Includes funds obligated in contracts and ITA's. Youth Obligations do NOT include PY08 contracts signed in June 2008. Does NOT include funds committed for operations.

**COMMITTED:** Includes projected staff personnel and overhead costs

**AVAILABLE:** Balance after expenditures and obligations

In-School Youth 51.61%  
Out-of-School Youth 48.39%

**MERCED COUNTY DEPARTMENT OF WORKFORCE INVESTMENT  
WIA CONTRACTS**

<b>Contract/Vendor Name</b>	<b>Contract Number</b>	<b>Total Contract Amt</b>	<b>Start Date</b>	<b>End Date</b>	<b>Contract Balance</b>	<b>Budget 2007/08 Only</b>	<b>* Expenditures To-Date</b>	<b>** Inv's Rec'd Not Yet Pd</b>	<b>*** Inv Through</b>	<b>**** % Billed</b>	<b>Comments</b>
Merced Adult School, PLATO Lab (ERC)	2007095	\$ 26,060	07/01/07	06/30/08	\$ 10,927.62	\$ 26,060.00	\$ 15,132.38		May '08	58%	
Merced College-LB Campus PLATO Lab	2007105	\$ 66,584	07/01/07	06/30/08	\$ 17,609.38	\$ 66,584.00	\$ 48,974.62		May '08	74%	
Merced College-Thrive & Survive	10850	\$ 3,649	08/01/07	06/30/08	\$ 1,459.18	\$ 3,649.00	\$ 2,189.82		Apr '08	60%	
Merced County Office of Education-ISY	2007158	\$ 735,186	07/01/07	06/30/08	\$ 271,973.28	\$ 735,186.00	\$ 463,212.72		Jun '08	63%	
Merced County Office of Education-OSY	2007159	\$ 487,586	07/01/07	06/30/08	\$ 43,566.62	\$ 487,586.00	\$ 444,019.38		Jun '08	91%	
Merced County Office of Education-HC	2007053	\$ 55,000	12/01/06	12/31/07	\$ -		\$ 55,000.00		Mar '08	100%	
Madera Co. Workforce Development (CB)	2007108	\$ 139,083	01/01/07	12/31/09	\$ 93,326.98		\$ 43,577.09	\$ 2,178.93	Jun '08	33%	
Merced College-LVN (CB)	2007120	\$ 325,594	01/01/07	12/31/09	\$ 169,232.31		\$ 139,725.68	\$ 16,636.01	Jun '08	48%	
Stanislaus County (CB)	2007121	\$ 208,168	01/01/07	12/31/09	\$ 149,602.49		\$ 4,039.81	\$ 54,525.70	May '08	28%	Pending receipt of original inv & b/u
State Center Community College District (CB)	2007104	\$ 362,032	01/01/07	12/31/09	\$ 228,038.57		\$ 91,790.81	\$ 42,202.62	May '08	37%	Pending corrections/adj & receipt of original inv & b/u
SCCCD-Fresno City College-Mfg Course	2008071	\$ 62,500	04/02/08	10/31/08	\$ 31,250.00		\$ 31,250.00		Jun '08	50%	
Yosemite Community College (CB)	2007107	\$ 290,526	01/01/07	12/31/09	\$ 197,646.01		\$ 73,039.98	\$ 19,840.01	May '08	32%	Pending corrections/adj & receipt of original inv & b/u

<b>\$ 2,761,968.00</b>	<b>\$ 1,214,632.44</b>	<b>\$ 1,319,065.00</b>	<b>\$ 1,411,952.29</b>	<b>\$ 135,383.27</b>
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\* Expenditures To-Date include entire contract period.

\*\* Inv's Rec'd Not Yet Pd include invoices recently received and invoices requiring corrections/backup.

\*\*\* Invoiced Through shows latest dates of service covered by invoices.

\*\*\*\* % Billed is of entire contract, not just current year.

Updated 07/22/08



WIA PARTICIPANT SUMMARY REPORT - FORMULA GRANTS

PY 2007/08 - June 2008

Report Range 07/2007 to 06/2008

100.00% of Plan Year Expended

	Adult (201)			Dislocated Worker (501)		
	Actual	Planned	Per Cent	Actual	Planned	Per Cent
<b>Total Participants</b>	389	250	155.6%	160	158	101.3%
Participants Carried In	112	105	106.7%	91	85	107.1%
New Participants Entering Grant	277	145	191.0%	69	73	94.5%
<b>Total Participants Exiting WI</b>	124	91	136.3%	91	39	233.3%
Entered Unsubsidized Employment	103	71	145.1%	71	35	202.9%
Training Related	22	22	100.0%	18	17	105.9%
Other Exits	19	78	24.4%	11	38	28.9%
<b>Program Activities/Services Summary</b>						
Core Services (Registered)	389	384	101.3%	160	216	74.1%
Intensive Services	216	179	120.7%	122	113	108.0%
Training Services	56	117	47.9%	39	71	54.9%

	Older Youth (301)			Younger Youth (301)		
	Actual	Planned	Per Cent	Actual	Planned	Per Cent
<b>Total Participants</b>	119	132	90.2%	272	316	86.1%
Participants Carried In	93	102	91.2%	196	286	68.5%
New Participants Entering Grant	26	30	86.7%	76	30	253.3%
<b>Total Participants Exiting WI</b>	14	35	40.0%	56	100	56.0%
Entered Unsubsidized Employment	8	25	32.0%	19	15	126.7%
Training Related	2	9	22.2%	5	10	50.0%
Entered Post-Secondary Education	3	9	33.3%	31	62	50.0%
Entered Advanced Training	1	1	100.0%	2	2	100.0%
Attained High School Diploma/GED				33	75	44.0%
Other Exits	1	35	2.9%	2	85	2.4%
<b>Program Activities/Services Summary</b>						
Goals Set (Younger Youth Only)				219	250	87.6%

**WIA PARTICIPANT SUMMARY REPORT - OTHER GRANTS AND CONTRACTS**

**PY 2007/08 - June 2008**

**Report Range 07/2007 to 06/2008**

	<b>Federal LVN Grant (907)</b>	<b>SJC Manufacturing (914)</b>	<b>WIA 15% CALGRIP (414)</b>
<b>Total Participants</b>	41	19	3
Participants Carried In	31	1	
New Participants Entering Grant	10	18	3
<b>Total Participants Exiting WI</b>	3	1	
Entered Unsubsidized Employment		1	
Training Related		1	
Entered Military Service			
Entered Qualified Apprenticeship Program			
Entered Post-Secondary Education			
Entered Advanced Training			
Attained Recognized Certificate/Diploma/Degree			
Attained High School Diploma/GED			
Returned to Secondary School (Youth Only)			
Exits Excluded from Performance			
Other Exits	3		
<b>Program Activities/Services Summary</b>			
Core Services (Registered)	31	19	
Intensive Services	30	19	3
Training Services		8	
Youth Services			
Concurrent Program Participants	6	4	
Individual Training Accounts			
Goals Set (Younger Youth Only)			

**WIA PARTICIPANT CHARACTERISTICS SUMMARY**

**Report Period: 7/2007 to 6/2008**

**FORMULA GRANTS**

	ADULT		DISLOCATED WORKER		301 OLDER YOUTH		301 YOUNGER YOUTH		TOTAL (ALL GRANT CODES)	
	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	389	100.0%	160	100.0%	126	100.0%	272	100.0%	947	100.0%
<b>Female</b>	275	70.7%	101	63.1%	90	71.4%	130	47.8%	596	62.9%
<b>Male</b>	114	29.3%	59	36.9%	36	28.6%	142	52.2%	351	37.1%
<b>Age</b>										
14-18	34	8.7%			9	7.1%	272	100.0%	315	33.3%
19-21	43	11.1%	7	4.4%	117	92.9%			167	17.6%
22-29	134	34.4%	18	11.3%					152	16.1%
30-44	119	30.6%	58	36.3%					177	18.7%
45-54	41	10.5%	51	31.9%					92	9.7%
55-61	16	4.1%	23	14.4%					39	4.1%
62-64	1	0.3%	2	1.3%					3	0.3%
65 and over	1	0.3%	1	0.6%					2	0.2%
<b>Race/Ethnicity</b>										
American Indian / Alaskan Native	5	1.3%	4	2.5%	1	0.8%	6	2.2%	16	1.7%
Asian	46	11.8%	6	3.8%	9	7.1%	47	17.3%	108	11.4%
Black / African American	20	5.1%	9	5.6%	9	7.1%	24	8.8%	62	6.5%
Hawaiian Native/Other Pacific Islander	13	3.3%	1	0.6%	2	1.6%	2	0.7%	18	1.9%
White	124	31.9%	57	35.6%	15	11.9%	38	14.0%	234	24.7%
Ethnicity Hispanic or Latino	201	51.7%	90	56.3%	91	72.2%	174	64.0%	556	58.7%
<b>Labor Force Status</b>										
Employed	134	34.4%	1	0.6%	19	15.1%	7	2.6%	161	17.0%
Unemployed	255	65.6%	159	99.4%	107	84.9%	265	97.4%	786	83.0%
UI Claimant	30	7.7%	121	75.6%	1	0.8%			152	16.1%
UI Exhaustee	12	3.1%	31	19.4%					43	4.5%
<b>Barriers to Employment</b>										
Disabled	12	3.1%	1	0.6%	7	5.6%	32	11.8%	52	5.5%
Limited English Proficiency	8	2.1%	5	3.1%	7	5.6%	10	3.7%	30	3.2%
Single Parent	87	22.4%	23	14.4%	21	16.7%	12	4.4%	143	15.1%
Work Profiling Reempl. Services Referral	1	0.3%	17	10.6%					18	1.9%
Low Income	252	64.8%	77	48.1%	117	92.9%	263	96.7%	709	74.9%
Displaced Homemaker	2	0.5%							2	0.2%
Offender	10	2.6%	2	1.3%	11	8.7%	22	8.1%	45	4.8%
Homeless	2	0.5%	1	0.6%	3	2.4%	3	1.1%	9	1.0%
Runaway Youth					2	1.6%	7	2.6%	9	1.0%
Pregnant Parenting Youth					40	31.7%	21	7.7%	61	6.4%
Youth Needing Additional Assistance					126	100.0%	270	99.3%	396	41.8%
Basic Literacy Skills Deficient	93	23.9%	76	47.5%	113	89.7%	246	90.4%	528	55.8%
Substance Abuse	1	0.3%			6	4.8%	13	4.8%	20	2.1%
Foster Youth	1	0.3%			2	1.6%	5	1.8%	8	0.8%

**WIA PARTICIPANT CHARACTERISTICS SUMMARY**

**Report Period: 7/2007 to 6/2008**

**OTHER GRANTS AND CONTRACTS**

	FEDERAL LVN GRANT (907)		SJC MANUFACTURING CONTRACT (914)		WIA 15% CALGRIP (414)		TOTAL (ALL GRANT CODES)	
	#	%	#	%	#	%	#	%
<b>Total</b>	41	100.0%	19	100.0%	3	100.0%	63	100.0%
Female	37	90.2%			1	33.3%	38	60.3%
Male	4	9.8%	19	100.0%	2	66.7%	25	39.7%
<b>Age</b>								
14-18					1	33.3%	1	1.6%
19-21			1	5.3%	2	66.7%	3	4.8%
22-29	22	53.7%	2	10.5%			24	38.1%
30-44	16	39.0%	13	68.4%			29	46.0%
45-54	2	4.9%	2	10.5%			4	6.3%
55-61	1	2.4%	1	5.3%			2	3.2%
62-64								
65 and over								
<b>Race/Ethnicity</b>								
American Indian / Alaskan Native								
Asian	17	41.5%					17	27.0%
Black / African American	2	4.9%					2	3.2%
Hawaiian Native/Other Pacific Islander	4	9.8%					4	6.3%
White	11	26.8%	7	36.8%			18	28.6%
Ethnicity Hispanic or Latino	10	24.4%	12	63.2%	3	100.0%	25	39.7%
<b>Labor Force Status</b>								
Employed	27	65.9%					27	42.9%
Unemployed	14	34.1%	19	100.0%	3	100.0%	36	57.1%
UI Claimant			8	42.1%			8	12.7%
UI Exhaustee								
<b>Barriers to Employment</b>								
Disabled	1	2.4%	1	5.3%			2	3.2%
Limited English Proficiency	1	2.4%					1	1.6%
Single Parent	10	24.4%					10	15.9%
Work Profiling Reempl. Services Referral								
Low Income	17	41.5%	12	63.2%	3	100.0%	32	50.8%
Displaced Homemaker								
Offender			5	26.3%	2	66.7%	7	11.1%
Homeless			1	5.3%			1	1.6%
Runaway Youth								
Pregnant Parenting Youth								
Youth Needing Additional Assistance								
Basic Literacy Skills Deficient	9	22.0%	4	21.1%	3	100.0%	16	25.4%
Substance Abuse			1	5.3%			1	1.6%
Foster Youth								



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

Merced County Department of Workforce Investment

## Daily Sign-ins

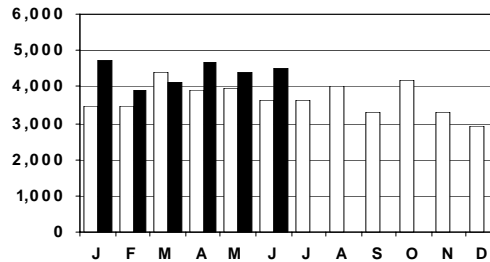
Daily sign-ins for June totaled 4,528, up 145 from the previous month and up 903 from June 2007. Daily sign-ins for the month of June are above the 6 year average.

June's 6 year average: 4,051

2007 annual average: 3,685

**Daily Sign-ins  
2007 & 2008**

□ Daily Sign-ins(2007)  
■ Daily Sign-ins(2008)



## Return Visits

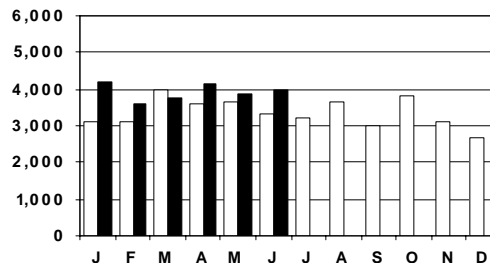
Return visits for June totaled 3,973, up 95 from the previous month and up 623 from June 2007. Return visits for the month of June are above the 6 year average.

June's 6 year average: 3,725

2007 annual average: 3,353

**Returning Visitors  
2007 & 2008**

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



## First Visits

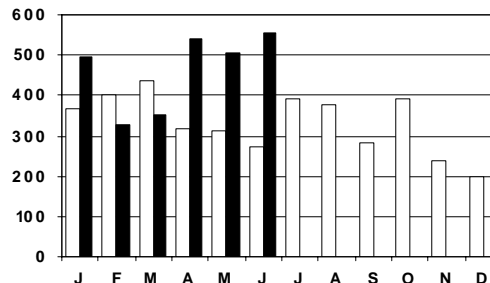
First Visits for June totaled 555, up 50 from the previous month and up 280 from June 2007. First Visits for the month of June are above the 6 year average.

June's 6 year average: 327

2007 annual average: 332

**First Visits  
2007 & 2008**

□ First Visits(2007)  
■ First Visits(2008)



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## Customer Flow for June 2008

### Both Locations

- On average, Tuesdays were the busiest days of the week, averaging 239 customers per day. (Weekly Average: 1,078 customers)

### Merced

- Mondays were the busiest day of the week, with an average of 125 customers per day. (Weekly Average: 546 customers).

### Los Banos

- Tuesdays were the busiest day of the week, with an average of 121 customers per day. (Weekly Average: 532 customers).

## Note:

- As of March, 2008, we are tracking new metrics: Total Visitors, Staff Appointment, EDD/Unemployment visits, Special Classes and Certificate Tests.



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

Merced County Department of Workforce Investment

**Marketing advertisements for  
June 2008**  
*\* The Bus  
Worknet signs inside buses*

**How did you hear about us?**

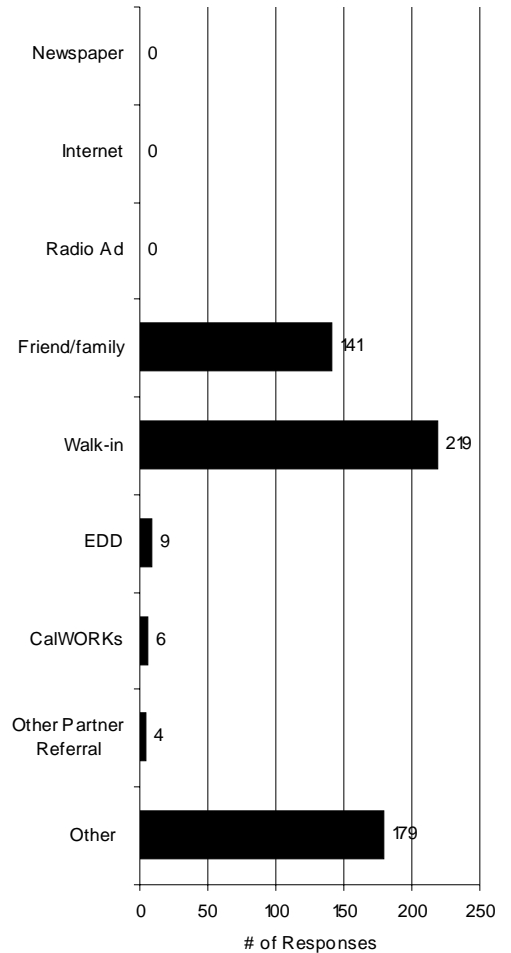
*Responses from first-time visitors*

In June, our first time visitors responded most often that they were walk-ins to the Worknet offices, with 219 customers providing this response.

Of the 179 customers responding as "Other", 172 heard about us through the team leadership recruitment for Target held in Los Banos.

**How Did You Hear About Us?**

■ Jun-08



*In June, 98.60 percent of our customers responding would refer our services to others*

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

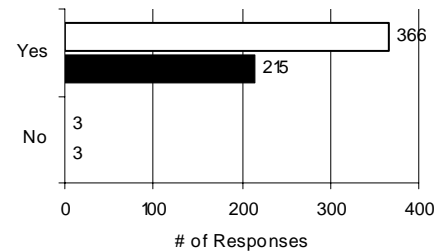
Of those responding to this question, 98.60 percent of our customers would refer our services to others.

PY 05/06 annual average: 98.78%

PY 06/07 annual average: 98.36%

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

□ Jun-07  
■ Jun-08





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

Merced County Department of Workforce Investment

**Customer Satisfaction**



**Customer Satisfaction Ratings**

We received 220 surveys with responses to customer satisfaction questions in the month of June.

Consistently we see overall ratings for all questions in this category to be greater than 9.58 out of 10.

Two questionnaires contained a response of 5 or less.

*“Consistently we see overall ratings for all questions in this category to be greater than 9.58 out of 10.”*

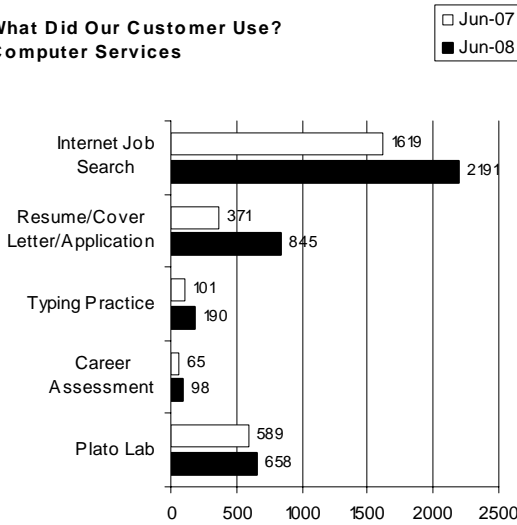
**Return Rate For Customer Satisfaction Survey**

Both Locations: 4.86%

Merced: 6.89%

Los Banos: 2.77%

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



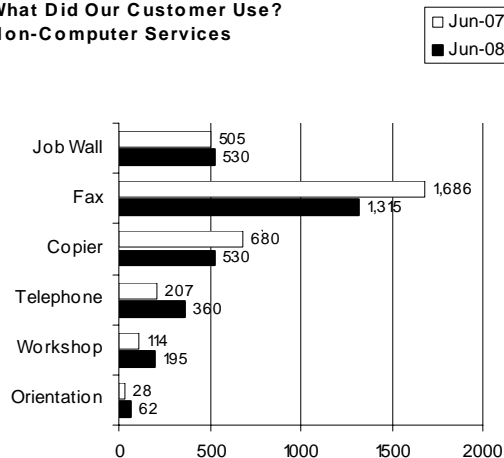
**How our customers use our services**

Computer related services are always the ones most used by our customers, with customers using one or more such services 3,982 times in June.

Internet Job Search and Resume/Cover Letter/Application were our most accessed computer services.

*1,315 customers used our Fax service at Worknet in the month of June.*

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



Fax and Job Wall were the most used non-computer related services. Copier and Telephone were the next most used services under this category.



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

Merced County Department of Workforce Investment

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

	<b>Jun-07</b>	<b>Apr-08</b>	<b>May-08</b>	<b>Jun-08</b>
Return Visits	<b>3,350</b>	<b>4,161</b>	<b>3,878</b>	<b>3,973</b>
First Visits	<b>275</b>	<b>540</b>	<b>505</b>	<b>555</b>
Total Visits	<b>3,625</b>	<b>4,701</b>	<b>4,383</b>	<b>4,528</b>
Total Visitors		<b>2,133</b>	<b>2,066</b>	<b>2,170</b>
<b>How did you hear about us? - responses from first-time visitors beginning July 2007</b>				
Newspaper	29	2	0	0
Internet	2	1	1	0
Radio Ad	1	0	0	0
Friend/family	70	144	93	141
Walk-in	119	180	193	219
EDD	41	11	13	9
CalWORKs	130	29	14	6
Other Partner Referral		4	20	4
Other	10	160	172	179
<b>What did our customers use?</b>				
Internet Job Search	1,619	2,303	2,058	2,191
Resume/Cover Letter/Application	371	766	900	845
Typing Practice	101	280	250	190
Career Assessment	65	125	162	98
Job Wall	505	653	503	530
Fax	1,686	1,236	1,179	1,315
Copier	680	649	477	530
Telephone	207	354	282	360
Plato Lab	589	852	730	658
Workshop	114	86	137	195
Orientation	28	62	70	62
Staff Appointment		433	354	344
Special Class		107	75	72
EDD/Unemployment		156	133	112
Certificate Test		125	106	77
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.69	9.48	9.63	9.58
Time it took for staff to assist you	9.73	9.55	9.60	9.67
Did you get the information you needed?	9.73	9.52	9.48	9.63
Were you satisfied with the services?	9.72	9.58	9.58	9.61
Did we help you today?	9.68	9.55	9.57	9.61
<b>Would you refer our services to others?</b>				
Yes	366	264	170	215
No	3	2	4	3



Worknet  
Customer Service & Satisfaction Report  
For All Locations  
June 2008

Merced County Department of Workforce Investment

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

<b>Who were our visitors</b>	<b>Merced</b>	<b>Los Banos</b>	<b>Both Locations</b>
Return Visits	2,033	1,940	3,973
First Visits	260	295	555
Total Visits	2,293	2,235	4,528
Total Visitors	1,173	997	2,170
<b>How did you hear about us?</b>			
Newspaper	0	0	0
Internet	0	0	0
Radio Ad	0	0	0
Friend/family	16	125	141
Walk-in	219	0	219
EDD	9	0	9
CalWORKs	4	2	6
Other Partner Referral	4	0	4
Other	7	172	179
<b>What did our customers use?</b>			
Internet Job Search	1,452	739	2,191
Resume / Cover Letter / Application	431	414	845
Typing Practice	134	56	190
Career Assessment	37	61	98
Job Wall	408	122	530
Fax	961	354	1,315
Copier	428	102	530
Telephone	283	77	360
Plato Lab	77	581	658
Workshop	46	149	195
Orientation	40	22	62
Staff Appointment	77	267	344
Special Class	61	11	72
EDD/Unemployment	79	33	112
Certificate Test	64	13	77
<b>Customer Satisfaction</b>			
Courtesy of Staff	9.47	9.84	9.58
Time it took for staff to assist you	9.61	9.84	9.67
Did you get the information you needed?	9.53	9.90	9.63
Were you satisfied with the services?	9.51	9.87	9.61
Did we help you today?	9.52	9.84	9.61
<b>Would you refer our services to others?</b>			
Yes	153	62	215
No	3	0	3



Worknet  
Customer Service & Satisfaction Report  
For All Locations  
June 2008

Merced County Department of Workforce Investment

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### Suggestions

Get a tv to stay up on current events, offer the old job coaches you used to have.
Cookies
More people to help.
very helpful!
at least one more evening class for plato.
Help out those who has a hard time getting a job with a bad background.
Longer Hours
Get more snack tables and a TV.
You need to get in more jobs in welding
doing a great job!
good services!
At least 1 more evening class, plato lab.
Very good place to look for work.
more web-sites of jobs
there is nothing to improve
allow computers to acess USB flash drives and save info. onto them.

### Concerns

getting a job
I'm having a hard time finding a job because of my background. I am trying to do right by getting a job., Build a future
No, everybody was very helpful and polite.
New Job List
Local job positions



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

Merced County Department of Workforce Investment

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### **Concerns**

Would like to discuss different types of resumes
Sanitize key boards
More staff assistants
Help with filling out job applications
Finding a job
No. everythings just right

**TO: Executive Committee**

**DATE: 08/04/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Integrated Service Delivery**

**PROPOSED MOTION(S): For Information Only**

**DISCUSSION: On July 10, 2008, the Workforce Investment Board requested additional information regarding Integrated Service Delivery. Specifically requested was information linked to the California Workforce System, State/Local Partnership State Framework/-Draft Policy for Implementing Integrated Service Delivery and Learning Labs.**

**Background:** Over the last several months an Integrated Service Delivery Planning Team comprised of representatives from Employment Development Dept's (EDD) Workforce Services Branch, California Workforce Investment Board (CalWIB), California Workforce Association (CWA), Labor and Workforce Development Agency and Local Workforce Areas have been exploring opportunities for moving toward an integrated service delivery model that effectively:

- responds to 21<sup>st</sup> Century industry demand and our contemporary workforce crisis;
- assures that our services and training are in alignment with current local and regional labor market requirements;
- shifts service priority to an emphasis on worker skills, assisting workers to gain the skills leading to self-sufficiency and responding to employer demand;
- copes with limited and declining funding through a more efficient use of resources and a reduction of program duplication and requirements;
- increases service levels and quality; and
- redefines and improves performance.

California's integrated service delivery planning is structured to move forward by identifying policies, strategies and models in three key areas: *integrated customer pool, integrated customer flow and integrated staffing*. Workgroups involving state and local partners will develop recommended policies, strategies and operating models. These will be tested through Local Areas volunteering to serve as "learning labs" for proposed models. The target date for learning lab implementation was July 2008.

**Consensus on a Framework:** The following represents consensus of the Integrated Service Planning Team at its July 12, 2007 meeting, and serves to establish a framework for implementing an integrated service design and for defining key responsibilities.

### **Integration includes:**

- A common pool of customers, composed of WIA Title I Adults and Dislocated Workers; Wagner-Peyser, Veterans, Long-Term Unemployed, Migrant Seasonal Farmworker and Trade Adjustment Act.
- A common set of services available to all customers in the pool through a common customer flow.
- Integrated Staffing: Shared WIA, WPA and TAA staffing of the common service and customer flow.

### **The Learning Labs will:**

- Test a wide variety of approaches to achieve integrated service delivery (as outlined in their local integrated service delivery plan).
- The learning from these approaches will inform the development of the draft, state integrated service delivery policy.
- Among the learning to be captured from these Labs are:
  - Impact on service quality
  - ease of data collection
  - increased efficiencies and effectiveness
  - impact on performance outcomes
  - the time required to implement integrated service delivery
  - sufficiency and identification of resources to meet the responsibility
  - increase in number of customers receiving skills and other training
  - impact on cost per customer served
  - impact on skills improvement from entry to exit
  - impact on customer service outcomes
  - impact on duration of unemployment

### **Pilot Program Workgroups are Addressing:**

**Integrated Customer Pool** – focuses on the impacts and benefits of co-enrollment, or rather, a common case-file; what does this kind of integration mean to performance; what does it mean to eligibility and to documentation requirements; what policy or system changes need to be made to achieve co-enrollment.

**Workforce Intelligence Group** – Much of the workforce intelligence that people seek exists within local workforce organizations and the traditional labor market information (LMI) system, but additional, and better organized, information is needed to enable clients and workforce professionals to optimize their workforce decisions. This group focuses on identifying (1) the types of workforce information needed and reasons why each is needed for each functional area and user type; (2) currently available information sources to address the needs, (3) gaps in the current information system, (4) methods and resources to produce and deliver information, and (5) approaches for teaching about the availability and use of workforce intelligence.

**Integrated Customer Flow** – The key question is how best to organize local operations to move toward and manage the common customer pool as defined under an integrated structure. The group is examining other states' policy and procedure manuals, developing a menu of services and operational flowcharts. More specifically, the group is working to define parameters and minimums for local integrated services to be used by all Learning Labs in developing and customizing their local integrated services delivery plan.

**Integrated Staffing Employer Services** – The initial question here is how to manage integrated teams, focusing on functions not funding. The group has completed its initial work on functional supervision, recommending adoption of an "On-Site Work Coordinator Policy," similar to that in use in New York, implemented through Local Memoranda of Operations, and structured both to attain functional supervision yet alleviate staff, supervisor and union concerns. The recommendations on functional supervision must be presented to various public employee unions for vetting and any items of concern by the unions need to come back to this group in order to propose solutions that address the issues identified. Finally, this workgroup will also focus on Employer and Business Services products and models that can be considered for inclusion within the various Learning Labs as part of their service menu.

**Other State Feedback:**

Oklahoma:

While there are now a number of fully integrated, skills-based Workforce Centers, many Centers remain challenged, finding it difficult to move forward with integration. In addition, some Centers are unclear about whether the Greg Newton sessions established State policy, whether LWIBs are responsible for local integration policy, whether their LWIB has established any local policy, or whether they are just lost.

Save The Date!

**September 18, 2008**  
**Workforce Investment Board**



**WORKFORCE  
INVESTMENT BOARD**  
MERCED COUNTY

**"2 Million Minutes"**

Running time: 56 minutes

**Location**

**Merced County**

**Department of Workforce Investment**

**Large Conference Room**

**1880 W. Wardrobe Avenue**

**Merced, CA 95341**

**Time**

***Immediately following the WIB meeting***

**Date**

**Thursday, September 18, 2008**

**SAVE THE DATE**

**TO: Workforce Investment Board**

**DATE: 8/04/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Resignation of Mr. Thomas K. Tsubota from the Merced County  
Workforce Investment Board**

**PROPOSED MOTION(S): For Information Only**

**DISCUSSION: On July 31, 2008, the Dept of Workforce Investment received electronic notification from Mr. Thomas Tsubota of his resignation from the Workforce Investment Board (WIB). His resignation is effective July 31, 2008.**

**Mr. Tsubota has been a member of the WIB since May 6, 2003, and cited scheduling conflicts as the reason for his resignation.**

**ATTACHMENT(S): N/A**