



# Worknet Customer Service & Satisfaction Report For All Locations

**JULY 2005**

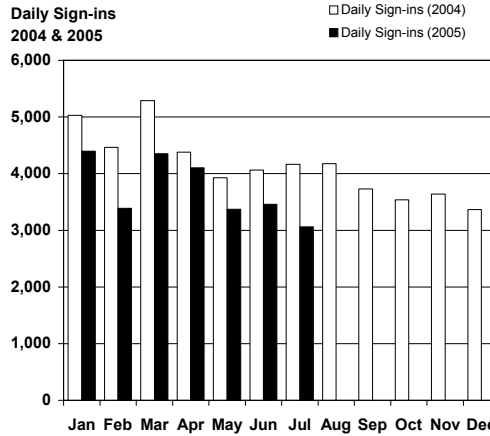
Merced County Department of Workforce Investment

## Daily Sign-ins

Daily sign-ins for July totaled 3,066. Down 391 from the previous month and down 1,097 from July 2004. Daily sign-ins for the month of July is below the 5 year average.

July 5 year average: 3,821

2004 annual average: 4,146

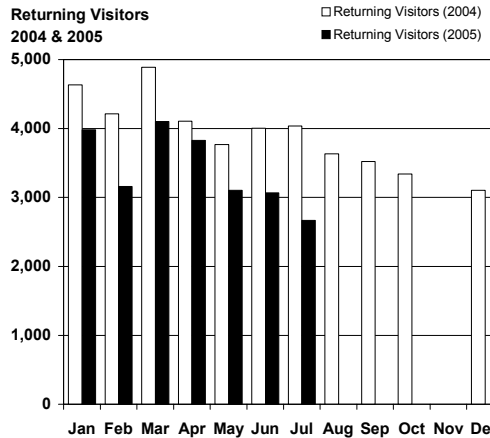


## Return Visits

Return visits for July totaled 2,673. Down 394 from the previous month and down 1,364 from July 2004. Return visits for the month of July is below the 5 year average.

July 5 year average: 2,907

2004 annual average: 3,605

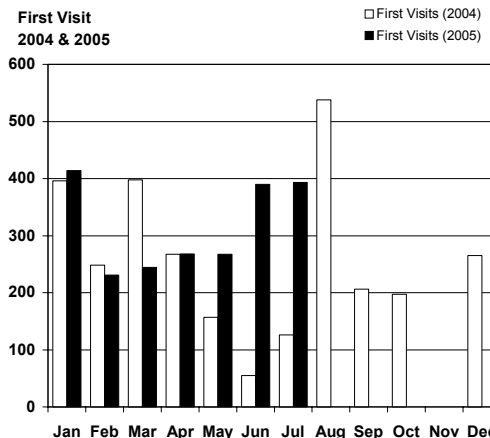


## First Visits

First Visits for July totaled 393. Up 3 from the previous month and up 267 from July 2004. First visits for the month of July exceeds the 5 year average.

July 5 year average: 264

2004 annual average: 238



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## Customer Flow for July 2005

### All Locations

- On average, Mondays were the busiest days of the week. Averaging 173 clients per day. (Weekly Average: 741 customers)

### Merced

- Mondays were the busiest day of the week, with an average of 125 clients per/day. (Weekly Average: 494 customers).

### Los Banos

- Wednesday was the busiest day of the week, with an average of 55 clients per day (Weekly Average: 247 customers).

### Livingston

- No information for available for Livingston.



**Marketing advertisements for  
July 2005**

*\*Demo Grant Ad  
07/1/2005*

*\* News Papers Ads:  
Merced Sun-Star  
Atwater Signal  
Livingston Chronicle  
Los Banos Enterprise  
Chowchilla  
Vida*

*07/5-9, 12-16, 19-23, 26-30/2005*

*\* Valley Values  
07/14, 28/2005*

*\* The Bus*

*Worknet signs inside buses*

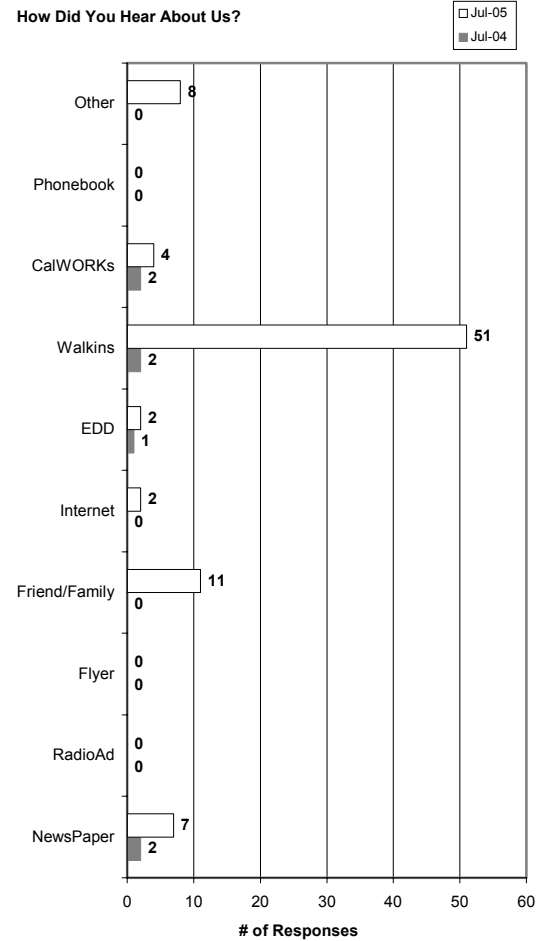
**How did you hear about us?**

Eighty-five customers responded to this question in July.

Fifty-on 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?



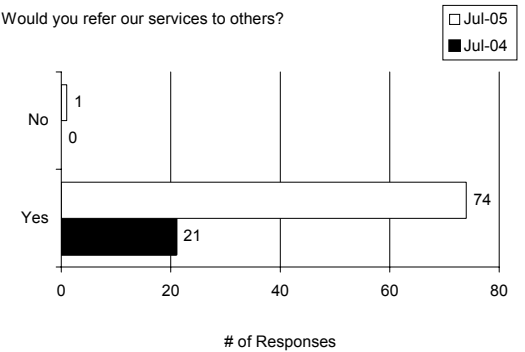
*98.7 percent of our customer would refer our services to others*

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

Of those responding to this question, 98.7 percent of our customers would refer our services to others.

PY 03/04 annual average: 98.6%  
PY 04/05 annual average: 97.3%

Would you refer our services to others?





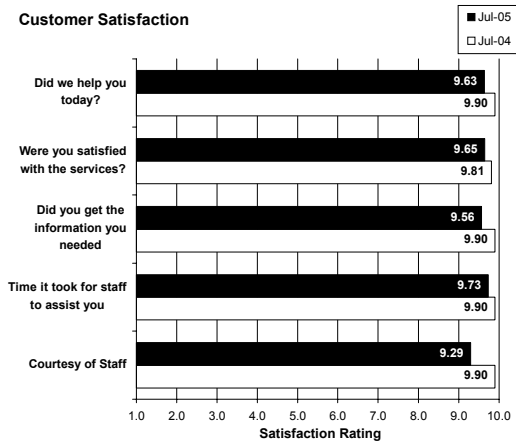
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**Customer Satisfaction**



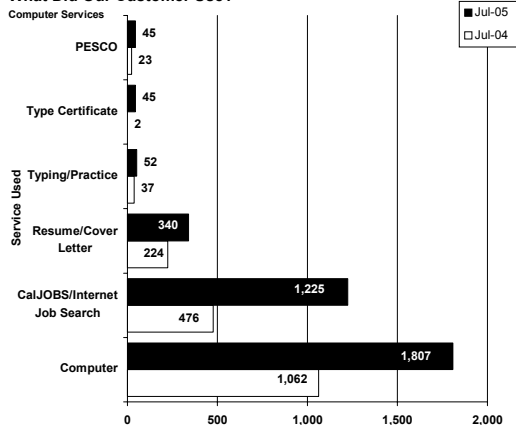
**Customer Satisfaction Ratings**

Customer satisfaction questions received 93 responses from our customers in July. These questions received ratings between 9.73 and 9.29, with “Time it took for staff to assist you” receiving the highest rating.

There was 5 customer that rated “Courtesy of Staff”, with a 5 or less, representing 5.4 percent of our customers.

*‘Time it took for staff to assist you’ received the highest rating with 9.53 on a scale of 1 to 10.*

**What Did Our Customer Use?**

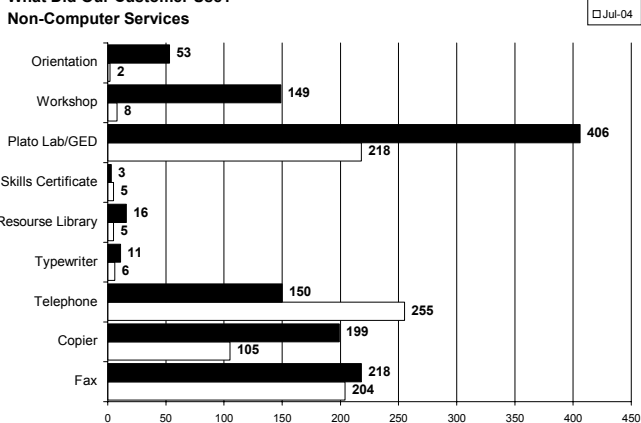


**How our customers use our services?**

Computer related services are always the most used service by our customers, with 1,807 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage within the computer service sub-topic.

*‘1,807 customers used our came to WorkNet to use our computer services in the month of July.’*

**What Did Our Customer Use?**



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>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	
<b>Date</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>27</b>	<b>28</b>	<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	-
<b>Los Banos</b>	43	42	56	51	53	37	42	54	43	51	48	60	58	64	54	60	57	53	59	45	1,030
<b>Merced</b>	59	91	109	94	97	149	133	106	98	92	124	87	92	76	106	102	114	116	101	90	2,036
<b>Total</b>	102	133	165	145	150	186	175	160	141	143	172	147	150	140	160	162	171	169	160	135	3,066

	<b>Jul-04</b>	<b>May-05</b>	<b>Jun-05</b>	<b>Jul-05</b>
<b>Daily Sign-ins</b>				
Return Visit	4,163	3,373	3,457	3,066
First Visit	4,037	3,106	3,067	2,673
Total	126	267	390	393
<b>How did you hear about us?</b>				
NewsPaper	2	20	13	7
RadioAd	0	4	4	0
Flyer	0	12	3	0
Friend/Family	0	37	21	11
Internet	0	7	1	2
EDD	1	13	13	2
Walkins	2	72	69	51
CalWORKs	2	28	5	4
Phonebook	0	4	0	0
Other	NA	5	15	8
<b>What did our customer use?</b>				
Computer	1,062	1,793	2,062	1,807
CalJOBS/Internet Job Search	476	1,131	1,142	1,225
Resume/Cover Letter	224	190	121	340
Typing/Practice	37	45	40	52
Type Certificate	2	33	28	45
PESCO	23	54	40	45
Job Listing	362	403	460	566
Fax	204	213	276	218
Copier	105	166	147	199
Telephone	255	206	252	150
Typewriter	6	14	15	11
Resource Library	5	13	16	16
Skills Certificate	5	1	4	3
Plato Lab/GED	218	537	543	406
Workshop	8	147	107	149
Orientation	2	30	43	53
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.90	9.53	9.47	9.29
Time it took for staff to assist you	9.90	9.60	9.51	9.73
Did you get the information you needed	9.90	9.53	9.52	9.56
Were you satisfied with the services?	9.81	9.53	9.47	9.65
Did we help you today?	9.90	9.50	9.53	9.63
<b>Would you refer our services to others?</b>				
Yes	172	143	74	74
No	6	6	1	1



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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>	287	106	0	393
<b>Return Visit</b>	1,749	924	0	2,673
<b>How did you hear about us?</b>				
Newspaper	1	6	0	7
Radio Ad	0	0	0	0
Flyer	0	0	0	0
Friend	8	3	0	11
Internet	2	0	0	2
EDD	2	0	0	2
Walk-ins	11	40	0	51
CalWORKs	0	4	0	4
Phone Book	0	0	0	0
Other	2	6	0	8
<b>What did our customers use?</b>				
Computer	1,238	569	0	1,807
CalJOBS/Internet Job Search	827	398	0	1,225
Resume	255	85	0	340
Typing	42	10	0	52
Typing Certificate	35	10	0	45
Career	18	27	0	45
Job Listing	339	227	0	566
Fax	153	65	0	218
Copier	152	47	0	199
Telephone	91	59	0	150
Typewriter	4	7	0	11
Resource Library	1	15	0	16
Skills Certificate	2	1	0	3
Plato Lab	104	302	0	406
Workshop	0	149	0	149
Orientation	35	18	0	53
<b>Customer Satisfaction</b>				
Courtesy of Staff	8.17	9.68	0.00	9.29
Time it took for staff to assist you	9.88	9.68	0.00	9.73
Did you get the information you needed?	9.54	9.57	0.00	9.56
Were you satisfied with the services?	9.75	9.61	0.00	9.65
Did we help you today?	9.71	9.61	0.00	9.63

WIA PARTICIPANT SUMMARY REPORT - ADULT

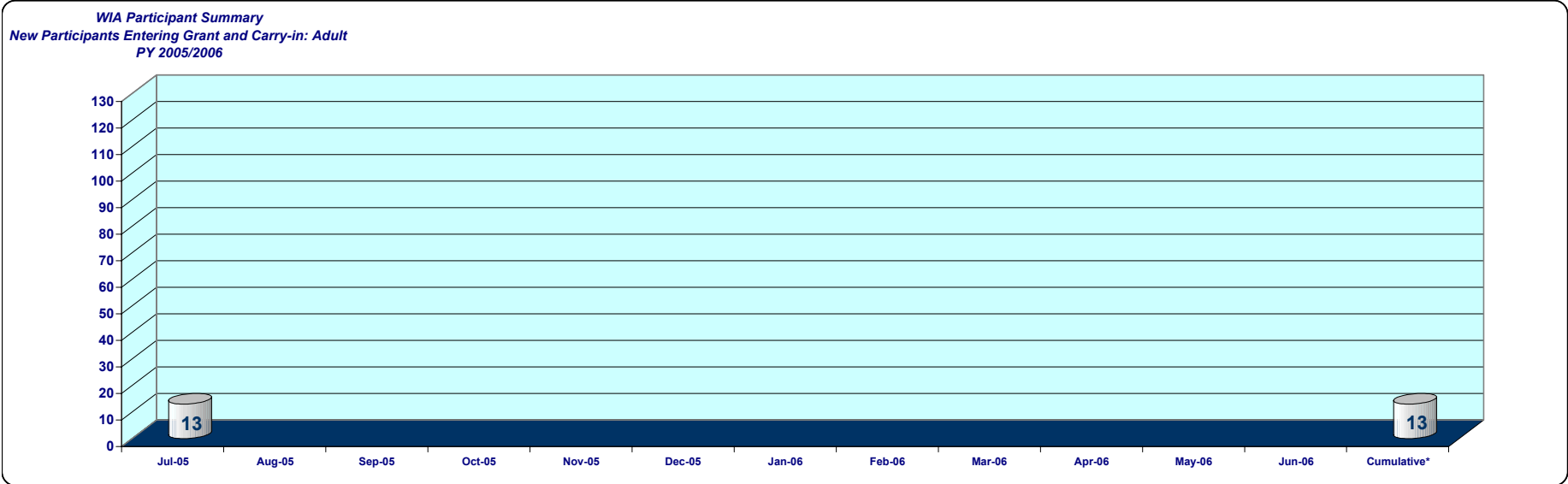
PY 2005/2006

Report Range 07/2005 to 07/2005

	ADULT												Cumulative*	Part. Plan	% of Plan
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06		PY 05/06	Attained
Total Participants	184												184	317	58.0%
Participants Carried In	171												171	223	76.7%
New Participants Entering Grant	13												13	94	13.8%

Total Participants Exiting WI	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Cumulative*	PY 05/06	% of Plan
Entered Unsubsidized Employment	0												0	98	0.0%
Training Related	0												0	63	0.0%
Entered Military Service	0												0		
Entered Qualified Apprenticeship Program	0												0		
Entered Post-Secondary Education	0												0		
Entered Advanced Training	0												0		
Attained Recognized Certificate/Diploma/Degree	0												0		
Attained High School Diploma/GED	0												0		
Returned to Secondary School (Youth Only)	0												0		
Exits Excluded from Performance	0												0		
Other Exits	0												0	79	0.0%

Program Activities/Services Summary	Enrolled												Cumulative*	PY 05/06	% of Plan
Core Services (Registered)	184												184	317	58.0%
Intensive Services	167												167	170	98.2%
Training Services	76												76	100	76.0%
Youth Services	0												0		
Concurrent Program Participants	9												9		
Individual Training Accounts	5												5		
Goals Set (Younger Youth Only)	0												0		



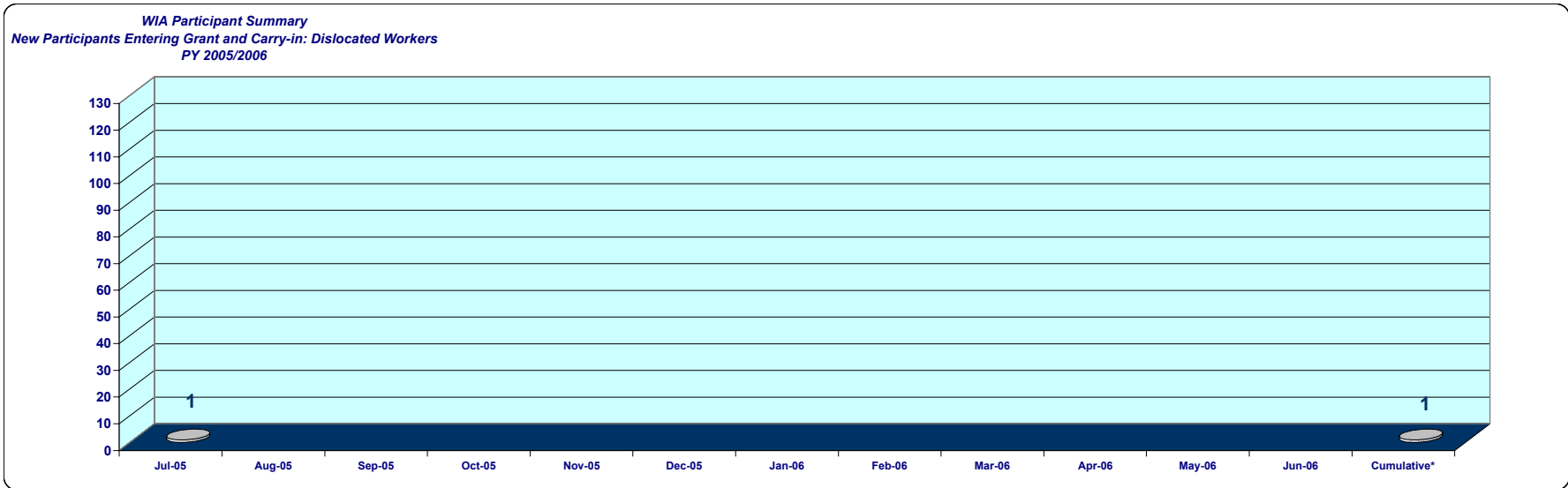
Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

**WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER**  
**PY 2005/2006**  
**Report Range 07/2005 to 07/2005**

	DISLOCATED WORKER												Cumulative*	Part. Plan PY 05/06	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06				
<b>Total Participants</b>	125													125	224	55.8%
Participants Carried In	124													124	161	77.0%
New Participants Entering Grant	1													1	63	1.6%

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Cumulative*	Part. Plan PY 05/06	% of Plan Attained
<b>Total Participants Exiting WI</b>	0												0	72	
Entered Unsubsidized Employment	0												0	54	0.0%
Training Related	0												0	28	0.0%
Entered Military Service	0												0		
Entered Qualified Apprenticeship Program	0												0		
Entered Post-Secondary Education	0												0		
Entered Advanced Training	0												0		
Attained Recognized Certificate/Diploma/Degree	0												0		
Attained High School Diploma/GED	0												0		
Returned to Secondary School (Youth Only)	0												0		
Exits Excluded from Performance	0												0		
Other Exits	0												0	55	0.0%

	Enrolled																
<b>Program Activities/Services Summary</b>																	
Core Services (Registered)	125												125	317	39.4%		
Intensive Services	110												110	170	64.7%		
Training Services	48												48	100	48.0%		
Youth Services	0												0				
Concurrent Program Participants	8												8				
Individual Training Accounts	7												7				
Goals Set (Younger Youth Only)	0												0				



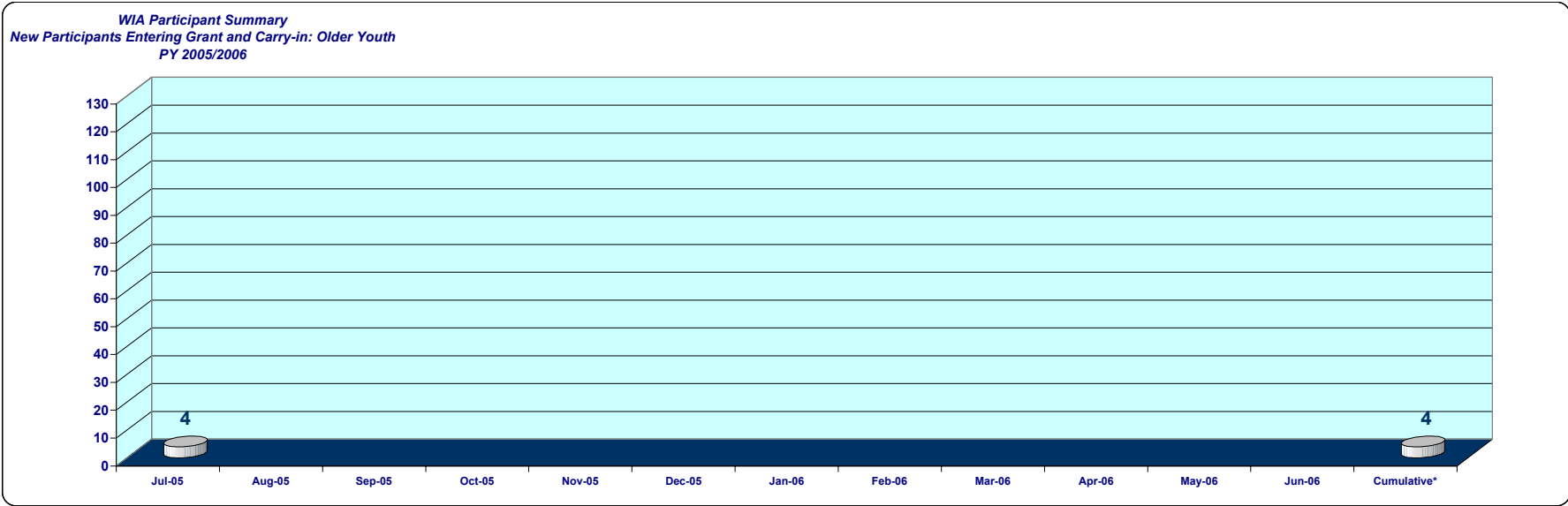
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**WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH**  
**PY 2005/2006**  
**Report Range 07/2005 to 07/2005**

	OLDER YOUTH												Cumulative*	Part. Plan PY 05/06	% of Plan Attained
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06			
<b>Total Participants</b>	161												161	317	50.8%
Participants Carried In	157												157	378	41.5%
New Participants Entering Grant	4												4	35	11.4%

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Cumulative*	Part. Plan PY 05/06	% of Plan Attained
<b>Total Participants Exiting WI</b>	0												0		
Entered Unsubsidized Employment	0												0	33	0.0%
Training Related	0												0	15	0.0%
Entered Military Service	0												0		
Entered Qualified Apprenticeship Program	0												0		
Entered Post-Secondary Education	0												0	57	
Entered Advanced Training	0												0	10	
Attained Recognized Certificate/Diploma/Degree	0												0		
Attained High School Diploma/GED	0												0		
Returned to Secondary School (Youth Only)	0												0		
Exits Excluded from Performance	0												0		
Other Exits	0												0	60	0.0%

<b>Program Activities/Services Summary</b>	Enrolled														
Core Services (Registered)	0												0		
Intensive Services	138												138		
Training Services	112												112		
Youth Services	156												156		
Concurrent Program Participants	64												64		
Individual Training Accounts	0												0		
Goals Set (Younger Youth Only)	0												0		



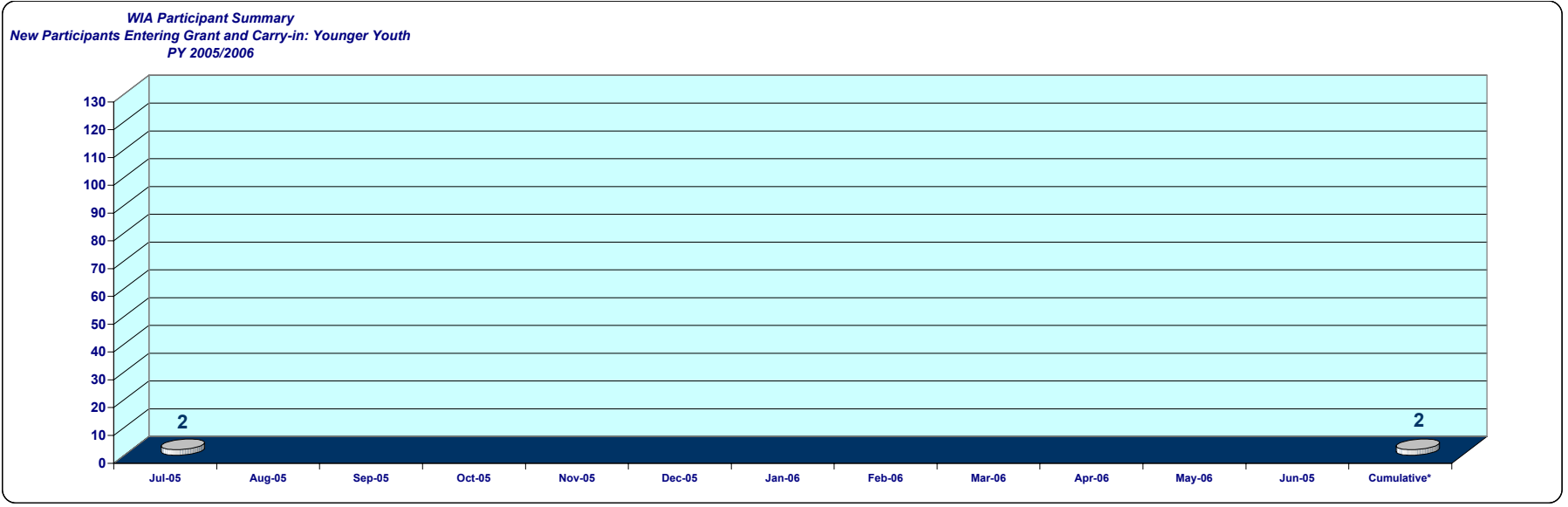
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**WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH**  
**PY 2005/2006**  
**Report Range 07/2005 to 07/2005**

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-05	Cumulative*	Participant Plan PY 04/05	% of Plan Attained
<b>Total Participants</b>	624												624	900	69.3%
Participants Carried In	622												622	618	100.6%
New Participants Entering Grant	2												2	282	0.7%

<b>Total Participants Exiting WI</b>															
Entered Unsubsidized Employment	0												0	80	0.0%
Training Related	0												0	20	0.0%
Entered Military Service	0												0	8	
Entered Qualified Apprenticeship Program	0												0	0	
Entered Post-Secondary Education	0												0	130	
Entered Advanced Training	0												0	5	
Attained Recognized Certificate/Diploma/Degree	0												0		
Attained High School Diploma/GED	0												0	450	
Returned to Secondary School (Youth Only)	0												0	15	
Exits Excluded from Performance	0												0		
Other Exits	0												0	40	0.0%

<b>Program Activities/Services Summary</b>	<b>Enrolled</b>														
Core Services (Registered)	0												0		
Intensive Services	95												95		
Training Services	78												78		
Youth Services	623												623		
Concurrent Program Participants	413												413		
Individual Training Accounts	0												0		
Goals Set (Younger Youth Only)	6												6		



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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		40				35		75	75
	11 STAFF ASSIST JOB DEVELOP		6				2		8	8
	12 STAFF ASSIST JOB REFER		13				10		23	23
	13 STAFF ASSIST JOB SRCH		40				29		69	69
	14 STAFF ASSIST WRKSHP									
	15 OTHER CORE SERVICES		11				2		13	13
	16 NON WIA FUNDED SERVICES									
17 CO-ENROLLED CORE SERVICES										
INTENSIVE	30 CASE MGMT FOR PARTIC		57		181		15		253	253
	31 COMPREHENSIVE ASSESSMNTS		15				2		17	17
	32 DEVELOP INDIV EMPL PLAN		15		2		4		21	21
	33 GROUP COUNSELING									
	34 EMPL EXPERIENCE				32				32	32
	35 INDIV CNSLNG CAREER PLAN				2				2	2
	36 OUT OF AREA JOB SEARCH									
	37 RELOCATION EXPENSES									
	38 SHORT TERM PREVOC SRVCS		2						2	2
	39 INTERNSHIPS									
	40 OTHER INTENSIVE SRVCS						1		1	1
	41 NONWIA FUND INTENS SRVCS									
42 CO-ENROLLED INTENSIVE SRVCS										
TRAINING	50 ADULT EDUCATION				19				19	19
	51 CUSTOMIZED TRAINING									
	52 ENTREPRENEURIAL TRAINING				13				13	13
	53 JOB READINESS TRAINING				18				18	18
	54 OCCUP SKILLS TRAINING		40		51		7		98	98
	55 ON THE JOB TRAINING		10				3		13	13
	56 PRIVATE SECTOR TRAINING									
	57 SKILL UPGRADNG RETRNG									
	58 WRKPLCE TRNG AND COOP ED									
	59 OTHER TRAINING SRVCS									
	60 NON-WIA FUNDED TRNG SRVCS		20				17		37	37
61 CO-ENROLLED TRAINING SRVCS										
YOUTH	70 SUMMER RELATED									
	71 EDUCATNL ACHVMNT SRVCS				413				413	413
	72 EMPLOYMENT SERVICES				331				331	331
	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		88		43		37		168	168
	82 NEEDS RELATED PAYMENT									
	83 BREAK IN SERVICE		1						1	1
	84 NON-WIA FUNDED MISC									
	85 CO-ENROLLED MISCELLANEOUS									
	86 BRK IN SERV - HEALTH/MED		1						1	1
	TOTAL		359		1106		164		1629	1629

WIA Participant Characteristics Summary

Report Period: 7/2005 to 7/2005

Data as of: 08/20/2005

	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>	184	100.0%	125	100.0%	161	100.0%	624	100.0%	1,094	100.0%
<b>Gender</b>										
Female	142	77.2%	67	53.6%	114	70.8%	324	51.9%	647	59.1%
Male	42	22.8%	58	46.4%	47	29.2%	300	48.1%	447	40.9%
<b>Age</b>										
14 - 18	3	1.6%	0	0.0%	0	0.0%	624	100.0%	627	57.3%
19 - 21	23	12.5%	5	4.0%	161	100.0%	0	0.0%	189	17.3%
22 - 29	61	33.2%	32	25.6%	0	0.0%	0	0.0%	93	8.5%
30 - 44	69	37.5%	46	36.8%	0	0.0%	0	0.0%	115	10.5%
45 - 54	20	10.9%	30	24.0%	0	0.0%	0	0.0%	50	4.6%
55 - 61	7	3.8%	10	8.0%	0	0.0%	0	0.0%	17	1.6%
62 - 64	1	0.5%	1	0.8%	0	0.0%	0	0.0%	2	0.2%
65 and Older	0	0.0%	1	0.8%	0	0.0%	0	0.0%	1	0.1%
<b>Race/Ethnicity</b>								0.0%		
America Indian/Alaskan Native	4	2.2%	3	2.4%	2	1.2%	8	1.3%	17	1.6%
Asian	21	11.4%	5	4.0%	25	15.5%	126	20.2%	177	16.2%
Black/African American	14	7.6%	8	6.4%	14	8.7%	50	8.0%	86	7.9%
Hawaiian Native/Other Pacific Islander	2	1.1%	4	3.2%	1	0.6%	4	0.6%	11	1.0%
White	67	36.4%	49	39.2%	18	11.2%	102	16.3%	236	21.6%
Ethnicity Hispanic or Lation	79	42.9%	60	48.0%	102	63.4%	363	58.2%	604	55.2%
<b>Veterans Status</b>										
Total Veterans	7	3.8%	13	10.4%	1	0.6%	0	0.0%	21	1.9%
Campaign Veteran	6	3.3%	10	8.0%	0	0.0%	0	0.0%	16	1.5%
Disabled Veteran	0	0.0%	1	0.8%	0	0.0%	0	0.0%	1	0.1%
Recently Separated Veteran	3	1.6%	2	1.6%	1	0.6%	0	0.0%	6	0.5%
Spouse of Veteran	2	1.1%	3	2.4%	0	0.0%	0	0.0%	5	0.5%
<b>Labor Force Status</b>										
Employed	78	42.4%	14	11.2%	24	14.9%	24	3.8%	140	12.8%
Unemployed	106	57.6%	110	88.0%	137	85.1%	599	96.0%	952	87.0%
<b>Public Assistance Status</b>										
TANF	10	5.4%	4	3.2%	15	9.3%	215	34.5%	244	22.3%
GA, RCA, or SSI	4	2.2%	2	1.6%	5	3.1%	48	7.7%	59	5.4%
Pell Grant Recipient	17	9.2%	4	3.2%	5	3.1%	2	0.3%	28	2.6%
Food Stamps	42	22.8%	15	12.0%	28	17.4%	244	39.1%	329	30.1%
<b>Education Status</b>										
Student, High School or Less	6	3.3%	4	3.2%	0	0.0%	516	82.7%	526	48.1%
Student, Attending Post High School	54	29.3%	12	9.6%	6	3.7%	4	0.6%	76	6.9%
Out-of-School, High School Dropout	8	4.3%	9	7.2%	38	23.6%	22	3.5%	77	7.0%
Out-of-School, High School Grad, with Employ Difficulty	53	28.8%	41	32.8%	114	70.8%	81	13.0%	289	26.4%
Out-of-School, HSG, No Employ Diff. (Counted as In-School)	63	34.2%	59	47.2%	3	1.9%	1	0.2%	126	11.5%
<b>Unemployment Insurance Status</b>										
UI Claimant	18	9.8%	91	72.8%	4	2.5%	2	0.3%	115	10.5%
UI Exhaustee	9	4.9%	21	16.8%	1	0.6%	0	0.0%	31	2.8%
<b>Barriers To Employment</b>										
Disabled	1	0.5%	1	0.8%	11	6.8%	141	22.6%	154	14.1%
Limited Eng. Proficiency	1	0.5%	5	4.0%	11	6.8%	52	8.3%	69	6.3%
Single Parent	55	29.9%	20	16.0%	26	16.1%	18	2.9%	119	10.9%
Worker Profiling/Reemployment Services Referral	3	1.6%	7	5.6%	0	0.0%	0	0.0%	10	0.9%
Low Income	106	57.6%	50	40.0%	159	98.8%	592	94.9%	907	82.9%
Displaced Homemaker	1	0.5%	0	0.0%	1	0.6%	0	0.0%	2	0.2%
Offender	11	6.0%	3	2.4%	12	7.5%	45	7.2%	71	6.5%
Homeless	2	1.1%	2	1.6%	8	5.0%	9	1.4%	21	1.9%
Runaway Youth	0	0.0%	0	0.0%	4	2.5%	7	1.1%	11	1.0%
Pregnant/Parenting Youth	0	0.0%	0	0.0%	43	26.7%	39	6.3%	82	7.5%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	158	98.1%	618	99.0%	776	70.9%
Basic Literacy Skills Deficient	66	35.9%	74	59.2%	149	92.5%	588	94.2%	877	80.2%
Substance Abuse	0	0.0%	0	0.0%	3	1.9%	20	3.2%	23	2.1%
Foster Youth	0	0.0%	0	0.0%	1	0.6%	22	3.5%	23	2.1%



# The Quick Look

## A Merced County Labor Market Review - July 2005

Welcome to the Merced County labor market review. The Quick Look has been developed by the Department of Workforce Investment staff for the Merced County Local Workforce Investment Board. The data and information is provided by the California Employment Development Department. Questions can be referred to the Department of Workforce Investment, 1880 West Wardrobe Avenue, Merced, CA 95340. Telephone (209) 724-2042. Email: pitd26@co.merced.ca.us

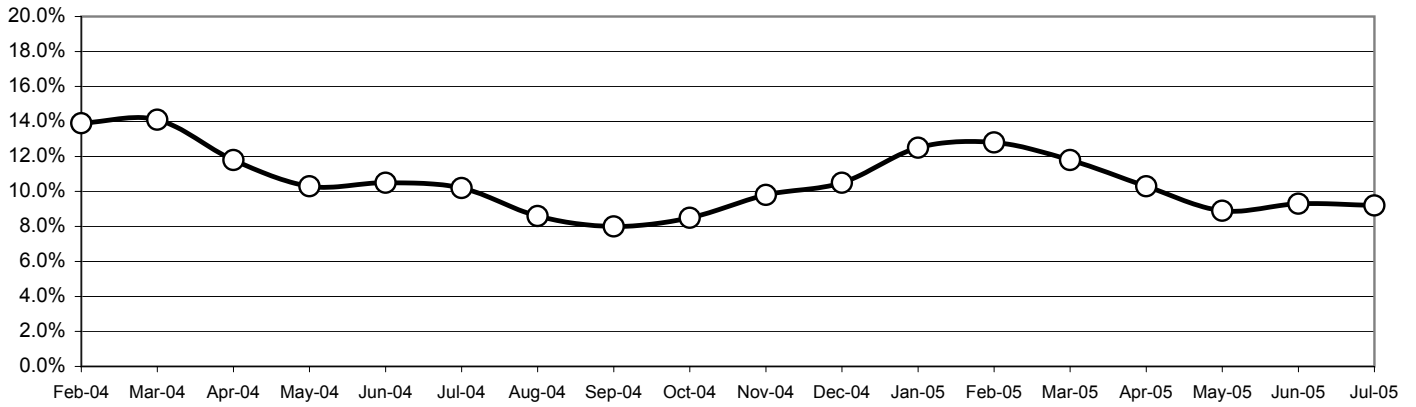
Merced County Data not adjusted for Seasonality	Labor Force and Industrial Employment					
	March 2004 Benchmark				Percent Change	
	Jul 04	May 05	Jun 05 Revised	Jul 05 Prelim.	Month	Year
Civilian Labor Force	99,400	99,700	101,500	99,400	-2.1%	0.0%
Civilian Employment	89,300	90,800	92,100	90,200	-2.1%	1.0%
Civilian Unemployment	10,100	8,800	9,500	9,200	-3.2%	-8.9%
Civilian Unemployment Rate	10.2%	8.9%	9.3%	9.2%		
(CA Unemployment Rate)	6.5%	5.0%	5.4%	5.4%		
(U.S. Unemployment Rate)	5.7%	4.9%	5.2%	5.2%		
Total, All Industries	67,600	69,400	70,400	67,600	-4.0%	0.0%
Total Farm	12,100	10,500	11,300	11,700	3.5%	-3.3%
Total Nonfarm	55,500	58,900	59,100	55,900	-5.4%	0.7%
Total Private	44,900	44,500	44,900	45,100	0.4%	0.4%
Goods Producing	15,800	15,200	15,600	15,900	1.9%	0.6%
Construction	3,600	3,800	3,900	3,900	0.0%	8.3%
Manufacturing	12,200	11,400	11,600	11,900	2.6%	-2.5%
Durable Goods	1,700	1,600	1,600	1,600	0.0%	-5.9%
Nondurable Goods	10,500	9,800	10,000	10,300	3.0%	-1.9%
Food Man & Beverage & Tobacco	8,900	8,300	8,500	8,900	4.7%	0.0%
Residual - Textile Mills	1,600	1,500	1,500	1,400	-6.7%	-12.5%
Service Providing	39,700	43,700	43,500	40,000	-8.0%	0.8%
Private Service Producing	29,100	29,300	29,300	29,200	-0.3%	0.3%
Trade, Transportation and Utilities	1,900	11,000	11,000	11,000	0.0%	0.9%
Wholesale Trade	1,500	1,400	1,400	1,400	0.0%	-6.7%
Retail Trade	7,500	7,700	7,700	7,800	1.3%	4.0%
Food and Beverage Stores	1,400	1,600	1,500	1,500	0.0%	7.1%
General Merchandise Stores	1,600	1,700	1,700	1,800	5.9%	12.5%
Residual - Miscellaneous Store Retailers	4,500	4,400	4,500	4,500	0.0%	0.0%
Transportation, Warehousing and Utilities	1,900	1,900	1,900	1,800	-5.3%	-5.3%
Information	1,400	1,400	1,300	1,300	0.0%	-7.1%
Financial Activities	1,800	1,700	1,700	1,700	0.0%	-5.6%
Finance and Insurance	1,100	1,000	1,000	1,000	0.0%	-9.1%
Real Estate and Rental and Leasing	700	700	700	700	0.0%	0.0%
Professional and Business Services	3,500	3,300	3,400	3,400	0.0%	-2.9%
Educational and Health Services	5,300	5,500	5,400	5,400	0.0%	1.9%
Leisure and Hospitality	4,700	4,800	4,900	4,700	-4.1%	0.0%
Food Services and Drinking Places	4,000	4,000	4,100	4,000	-2.4%	0.0%
Residual - Arts, Entertainment, and Recreation	700	800	800	700	-12.5%	0.0%
Other Services	1,500	1,600	1,600	1,700	6.3%	13.3%
Government	10,600	14,400	14,200	10,800	-23.9%	1.9%
Federal Government	800	800	800	800	0.0%	0.0%
State Government	600	700	700	700	0.0%	16.7%
Local Government	9,200	12,900	12,700	9,300	-26.8%	1.1%

The County continues with one of the highest unemployment rates in the State, ranking 54rd out of 58 counties in the Month of July. The preliminary result is a decrease of 0.1 percentage point in the unemployment rate from the revised June rate. This preliminary figure is a decrease of 1.0 percentage point from the unemployment rate of one year ago.

Overall, the County's Civilian Labor Force decreased by 2,100 persons over last month's figure and no increase or decrease over year ago figures. Industrial employment decreased by 2,800 jobs in July over June's figures and showed no increased or decrease over year ago figures.

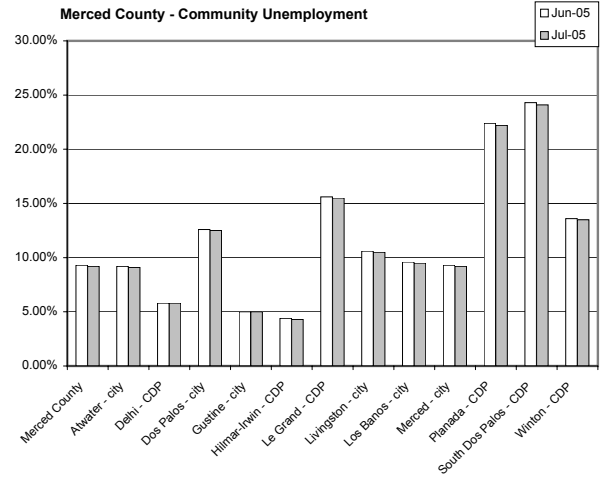
**The Quick Look**  
**A Merced County Labor Market Review - July 2005**

**Merced County Unemployment Rate  
 2004 - 2005**



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

Area Name	Labor Force	Employment	Unemployment	
			Number	Rate
Merced County	99,400	90,200	9,200	9.2%
Atwater City	11,700	10,600	1,100	9.1%
Delhi CDP	3,800	3,600	200	5.8%
Dos Palos City	1,800	1,600	200	12.5%
Gustine City	2,400	2,300	100	5.0%
Hilmar-Irwin CDP	2,700	2,600	100	4.3%
Le Grand CDP	700	600	100	15.5%
Livingston City	4,800	4,300	500	10.5%
Los Banos City	12,300	11,100	1,200	9.5%
Merced City	29,400	26,700	2,700	9.2%
Planada CDP	1,600	1,200	400	22.2%
South Dos Palos CDP	400	300	100	24.1%
Winton CDP	3,700	3,200	500	13.5%



CDP - Census Designated Place

Merced County's workforce has grown over the past 20 years reflecting improvement of the County's economic well being; however, unemployment remains a consistent barrier to greater prosperity. Average unemployment has fluctuated from an annual low of 9.7 percent to an annual high of 17.1 percent.

The County's unemployment rate is the third highest in the state. Merced County saw a decrease in the unemployment rate of 0.1 percentage point above June's revised unemployment rate. All seven counties saw decreases in their unemployment rate, ranging from a high of 0.6 percentage point.

**Seven County Quick Look**

County	Rank	Labor Force	Employ	Unemployed	Rate
Merced	56	99,400	90,200	9,200	9.2%
Madera	40	65,700	61,100	4,600	7.0%
Mariposa	18	9,520	9,040	480	5.1%
Fresno	49	427,700	393,900	33,800	7.9%
San Benito	34	25,100	23,500	1,600	6.2%
San Joaquin	43	291,500	270,300	21,200	7.3%
Stanislaus	46	236,300	218,100	18,200	7.7%

**Seven County Unemployment Rate**

