

**Workforce Investment Board of Merced County
Quality Assurance Committee
Dept of Workforce Investment (Large Conference Room)
1880 W. Wardrobe Ave, Merced, CA
Friday, August 26, 2005, 7:30-9:00 a.m.
Meeting Agenda**



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

1. Call to Order and Roll Call
2. Approval of Agenda
3. Approval of Minutes (July 29, 2005)
4. Public Opportunity to Speak
5. Information/Discussion
 - a. Program Summary for July Dave Davis
 - b. Business Services – Questions/Answers Dick Solis
 - c. Participant Data Reports Dave Cramer
 - d. Central Valley Customer Satisfaction Surveys Alfredo Mendoza
 - e. Recertification Update Dave Davis
 - f. Implications for Actions Update Dave Davis
6. Chair Comments
7. Next Meeting Date/Time – September 30, 2005, 7:30–9:00 a.m.
8. Adjourn

Workforce Investment Board of Merced County
Quality Assurance Committee
Dept of Workforce Investment Large Conference Rm
1880 W. Wardrobe Ave, Merced, CA
July 29, 2005, 7:30–9:00 a.m.
Meeting Minutes



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

Members Present: Ned Miller, Albert Montejano (Chair), Carole Roberds (Vice Chair), Terry Nichols, Steve Tinetti

Members Absent: Jeremiah Greggains

Staff Present: Bernedette Castaneda, Dave Davis, Dee Knight, Alfredo Mendoza

1. **Call to Order and Roll Call:** The Chair called the meeting to order at 7:34 a.m. A sign-in sheet was used in lieu of roll call.
2. **Approval of Agenda:** It was *M/S/C Roberds/Miller* to approved the agenda as published.
3. **Approve Minutes (June 24, 2005):** It was *M/S/C Miller/Nichols* to approve the June 24, 2005 minutes.
4. **Public Opportunity to Speak:** None.
5. **Action Agenda:**

a. **Strategic Scorecard:** Staff noted item 1.b. under Customer Perspective was not accomplished. Committee members would like to know the businesses surveyed, and their reason for accomplishing an alternative written rather than oral survey. Staff will have the Business Services Unit attend the August 26th meeting to answer questions regarding this item.

Item 2.a. and b. under Customer Perspective were not accomplished. Staff has not figured out a way to compare our Customer Satisfaction Survey with other Local Workforce Investment Areas (LWIA) or other service organizations. It was recommended that staff contact other LWIAs to get a copy of the tool they use and compare it to our survey. It was suggested to get the right perspective and improve our effectiveness that our questions might need to be changed—look at what is the purpose of the question and what kind of information is being gathered from the question. The committee will review the Customer Satisfaction Survey at the next meeting.

Item 1.a. under Internal Operations/Organizational Effectiveness, Planned vs Actual, staff will create an Executive Summary that committee members can easily read.

6. Information/Discussion:

a. **Common Performance Measures:** Staff noted the Dept of Labor issued new Common Measures that were implemented July 1, 2005. The State of CA is going to request a waiver of the WIA Performance Measures from 17 to six, so they will be aligned with the new Common Measures. The waiver will also request that the Literacy and Numeracy measure be delayed for one year.

b. **Worknet Merced Recertification:** The Workforce Investment Board Examiner Team should have the Application for Recertification completed by August 8, 2005. Several members of this committee are a part of the Examiner Team. Mr. Ned Miller will be moving to Southern CA in September, but will be here for the Consensus meeting on Sept 6, 2005. He may be unable to get back for the Site Visit.

c. Participant Data Reports:

1) Customer Perspective/Job Seeker Customer Satisfaction – June 2005: As stated above, the committee will be reviewing the Customer Satisfaction Survey at the next meeting. It was noted that in Apr 2005, under “Would you refer our services to others?”, 21 people answered “no”. Staff noted if the person gives a phone number, follow-up is made to find out why a negative reply was made to this question. It was suggested that Worknet look at these replies as an opportunity for improvement. It was also recommended that the One-Stops have a tool to solicit ideas for improvement from customers.

2) Internal Operations/Organizational Effectiveness: Program Accountability: No comments.

Staff noted the Department has four employees certified in Spanish translation, and will be offering Spanish translation services in the near future to businesses for a fee.

7. Chair Comments: None.

8. Next Meeting Date & Time: The next meeting will be August 26, 2005, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.

9. Adjourn: The meeting adjourned at 8:35 a.m.

Minutes prepared by Dee Knight.

TO: Quality Assurance

DATE: 8/26/05

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Program Summary – July 2005

PROPOSED MOTION(S): Information Only.

DISCUSSION: The following Summary of Customer Satisfaction and Participant Data is offered:

First Time Visits

- **Merced 287**
- **Los Banos 106**
- **Livingston Not available**

Total Monthly Sign Ins

- **Merced 2,036**
- **Los Banos 1,030**
- **Livingston Not available**

Adult Participants

- **Participants Carried In 171**
- **New Participants in July 13**
- **Planned New Participants 94 year / 7.8 month**

Services

- **Entered Employment in July 0**
- **Total Entered Employment 05/06 0**

Dislocated Workers

- **Participants Carried In 124**
- **New Participants in July 1**
- **Planned New Participants 63 year / 5.25 month**

Services

- **Entered Employment in July 0**
- **Total Entered Employment 05/06 0**

ATTACHMENT(S): N/A



Worknet

Customer Service & Satisfaction Report

For All Locations

JULY 2005

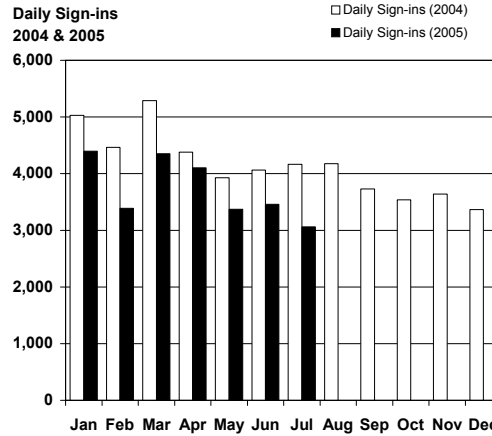
Merced County Department of Workforce Investment

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

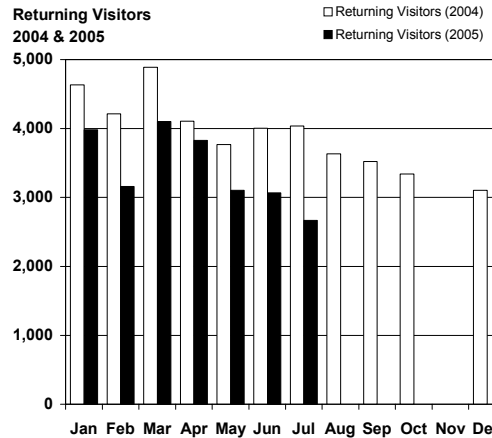


Return Visits

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

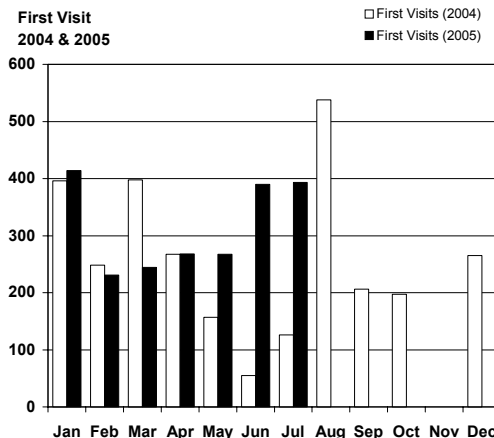


First Visits

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

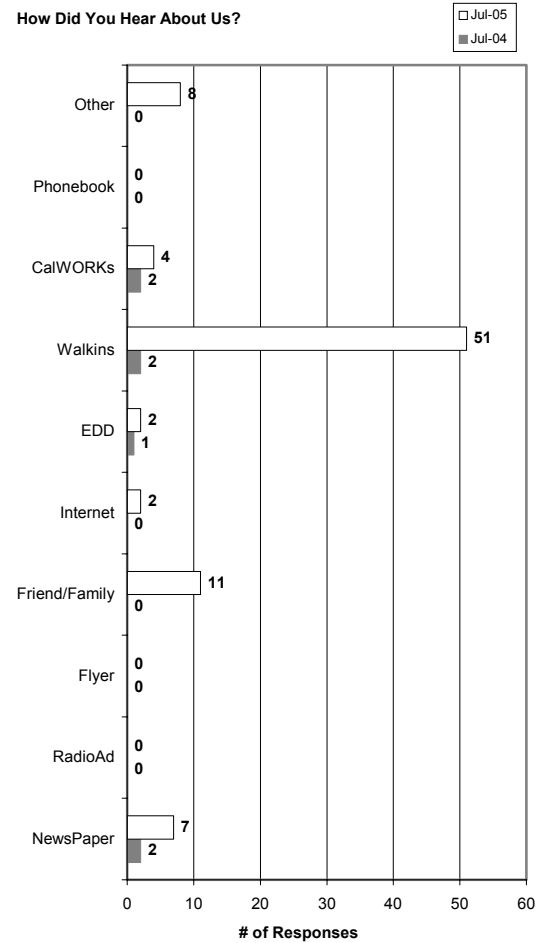
How did you hear about us?

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?



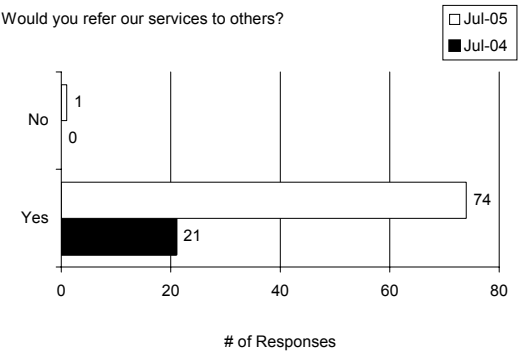
98.7 percent of our customer would refer our services to others

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?





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

JULY 2005

Merced County Department of Workforce Investment

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Customer Satisfaction



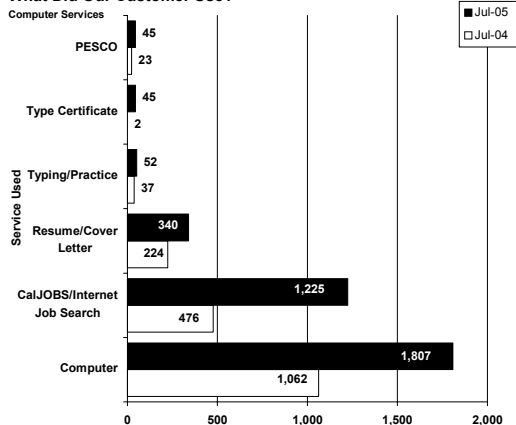
Customer Satisfaction Ratings

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?

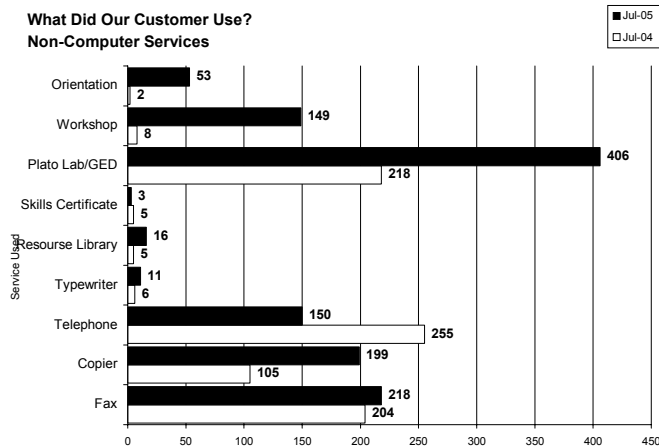


How our customers use our services?

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?
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**

JULY 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	
Date	1	2	3	6	7	8	9	10	13	14	15	16	17	20	21	22	23	24	27	28	Total
Livingston	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Los Banos	43	42	56	51	53	37	42	54	43	51	48	60	58	64	54	60	57	53	59	45	1,030
Merced	59	91	109	94	97	149	133	106	98	92	124	87	92	76	106	102	114	116	101	90	2,036
Total	102	133	165	145	150	186	175	160	141	143	172	147	150	140	160	162	171	169	160	135	3,066

	Jul-04	May-05	Jun-05	Jul-05
Daily Sign-ins				
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
How did you hear about us?				
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
What did our customer use?				
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
Customer Satisfaction				
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
Would you refer our services to others?				
Yes	172	143	74	74
No	6	6	1	1



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

JULY 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	287	106	0	393
Return Visit	1,749	924	0	2,673
How did you hear about us?				
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
What did our customers use?				
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
Customer Satisfaction				
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

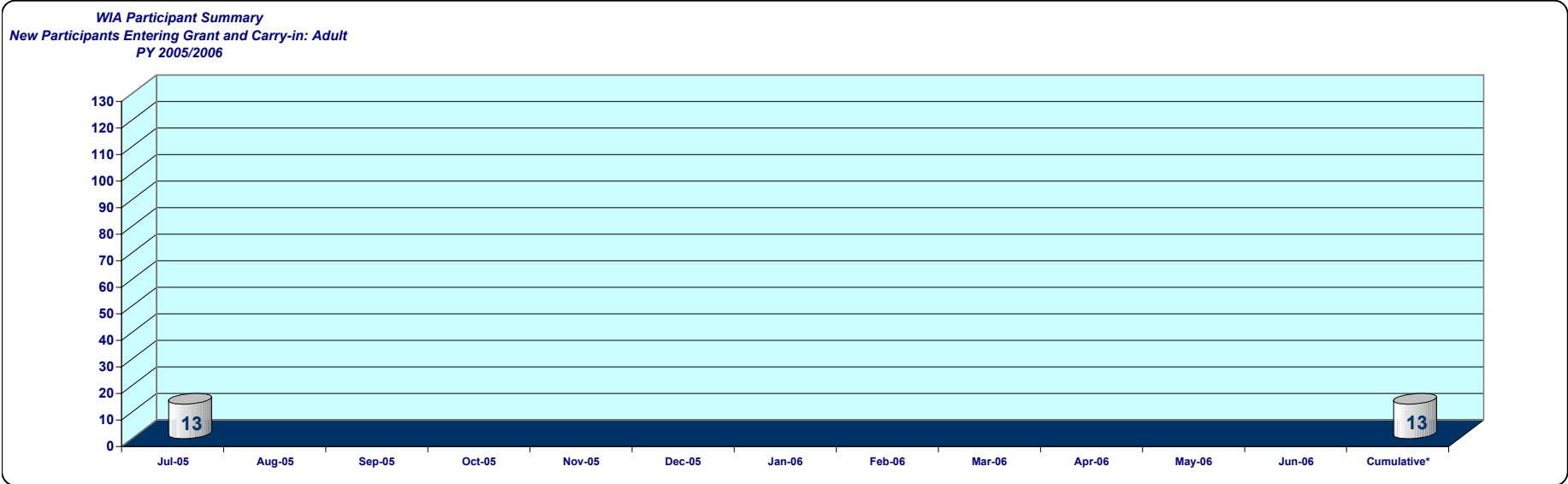
PY 2005/2006

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		



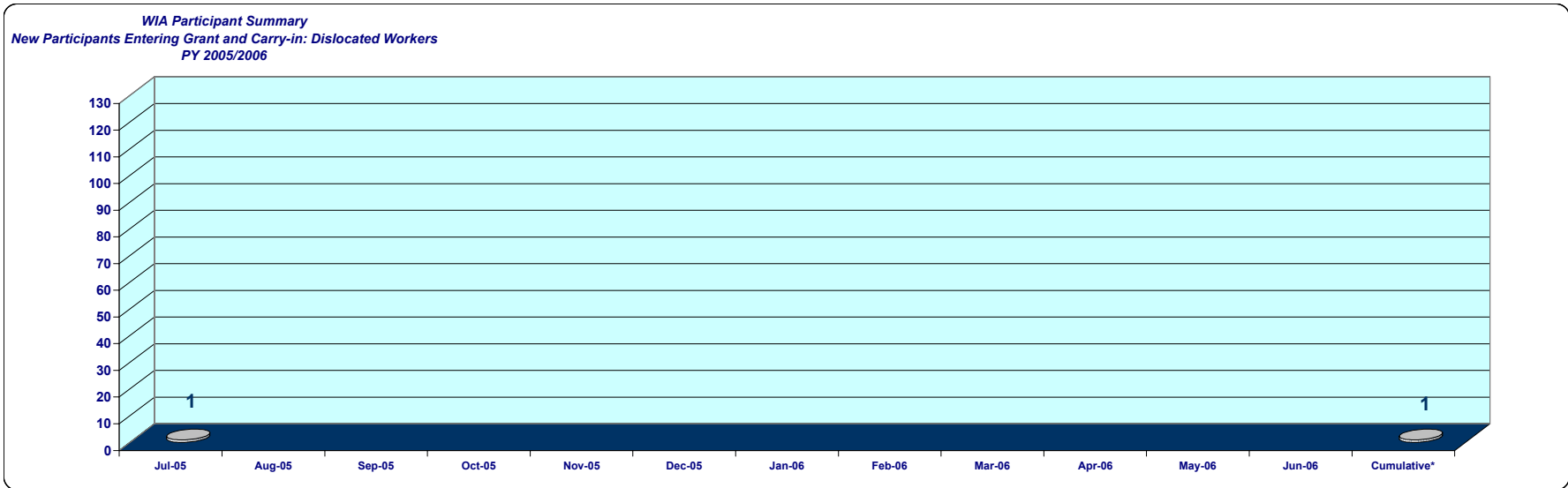
Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

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				
Total Participants	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
Total Participants Exiting WI	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												Cumulative*	Part. Plan PY 05/06	% of Plan Attained	
Program Activities/Services Summary	125													125	317	39.4%
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		



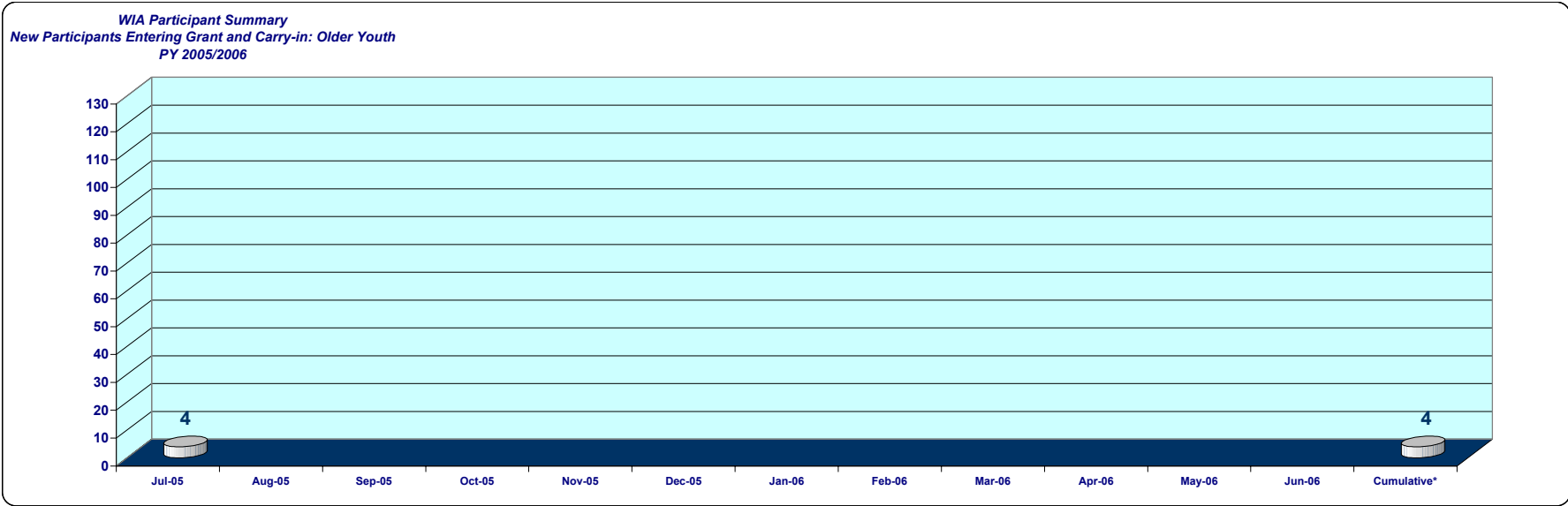
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WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH
PY 2005/2006
Report Range 07/2005 to 07/2005

	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				
Total Participants	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
Total Participants Exiting WI	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%

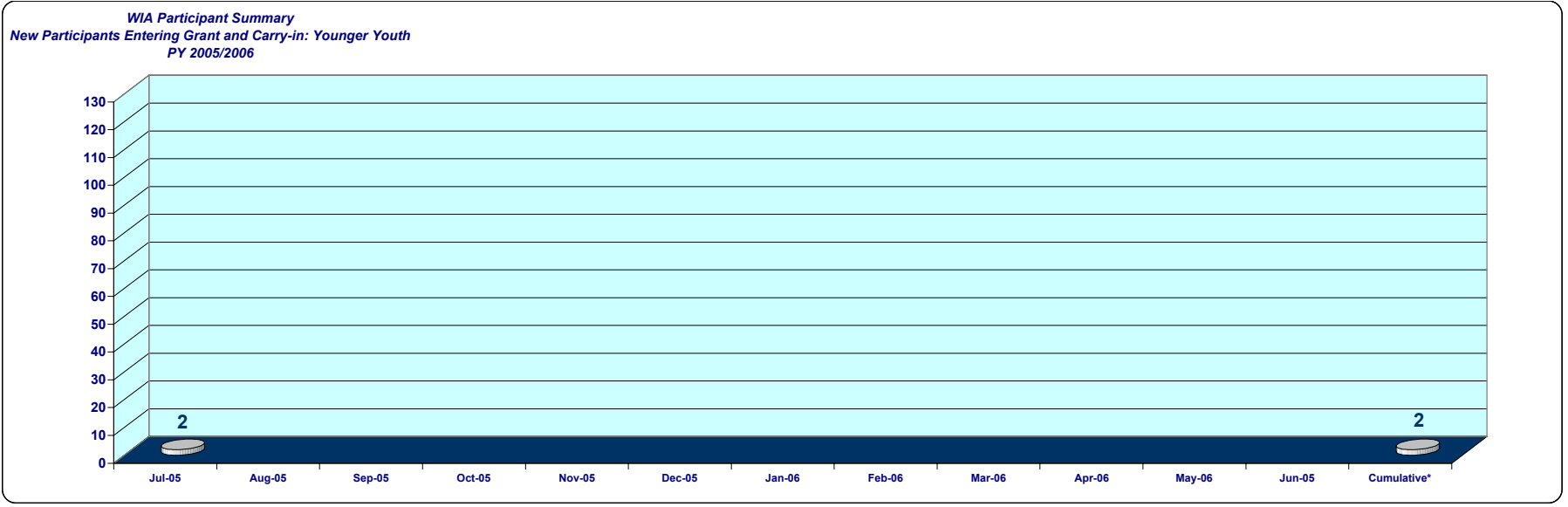
	Enrolled												Cumulative*	Part. Plan PY 05/06	% of Plan Attained	
Program Activities/Services Summary																
Core Services (Registered)	0												0			
Intensive Services	138												138			
Training Services	112												112			
Youth Services	156												156			
Concurrent Program 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
Total Participants	624												624	900	69.3%
Participants Carried In	622												622	618	100.6%
New Participants Entering Grant	2												2	282	0.7%
Total Participants Exiting WI	0												0		
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%
Program Activities/Services Summary	Enrolled														
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		



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.

*Cumulative Total Reflect Totals From First of Fiscal Year To Current Report Range and Will Not Total Monthly Totals

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
Total Participants	184	100.0%	125	100.0%	161	100.0%	624	100.0%	1,094	100.0%
Gender										
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%
Age										
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%
Race/Ethnicity								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%
Veterans Status										
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%
Labor Force Status										
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%
Public Assistance Status										
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%
Education Status										
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%
Unemployment Insurance Status										
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%
Barriers To Employment										
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

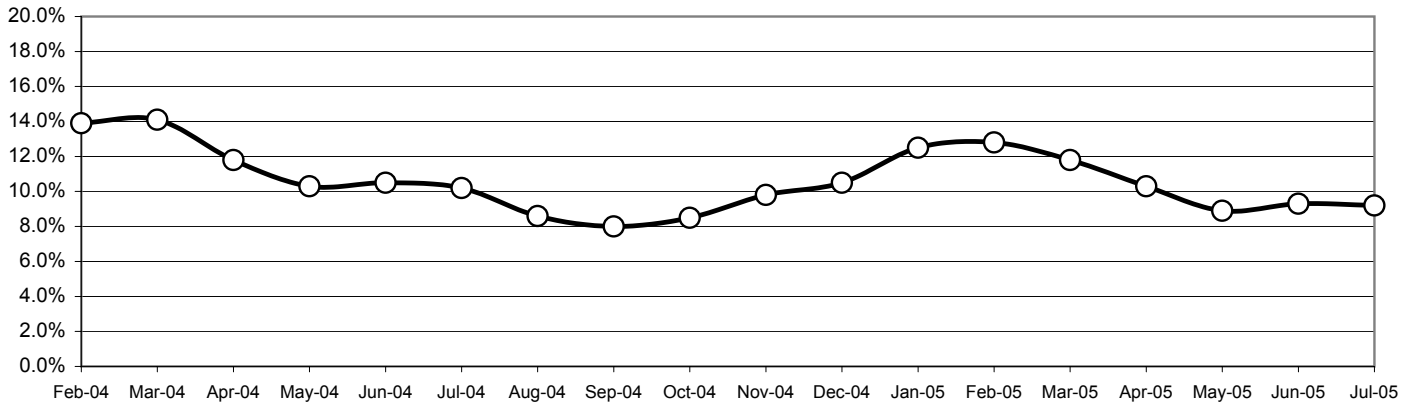
Merced County Data not adjusted for Seasonality	Labor Force and Industrial Employment					
	March 2004 Benchmark				Percent Change	
	Jul 04	May 05	Jun 05 Revised	Jul 05 Prelim.	Month	Year
Civilian Labor Force	99,400	99,700	101,500	99,400	-2.1%	0.0%
Civilian Employment	89,300	90,800	92,100	90,200	-2.1%	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.

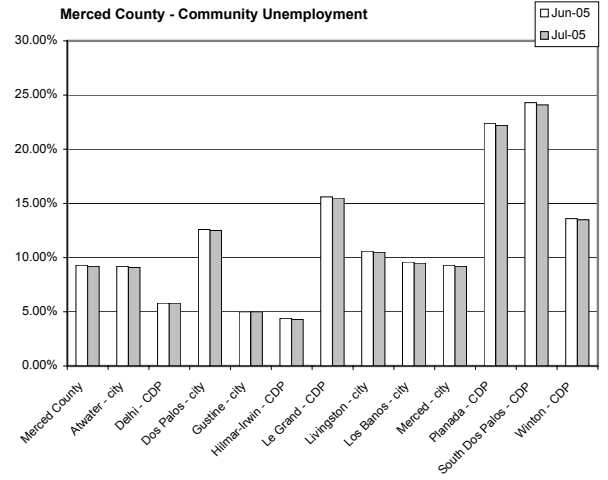
The Quick Look
A Merced County Labor Market Review - July 2005

**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

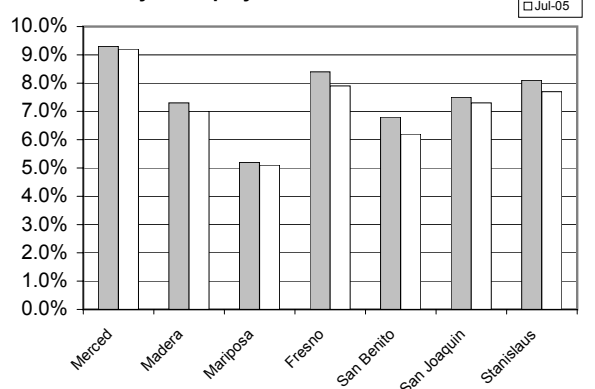
Merced County's workforce has grown over the past 20 years reflecting improvement of the County's economic well being; however, unemployment remains a consistent barrier to greater prosperity. Average unemployment has fluctuated from an annual low of 9.7 percent to an annual high of 17.1 percent.

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



TO: Quality Assurance

DATE: 8/26/05

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Recertification Update of the Worknet Employment Resource Center

PROPOSED MOTION(S): Information Only.

DISCUSSION: Recertification continues to progress. All of the evaluators have completed their written evaluations of the application and forwarded them to the Chief Evaluator, Ms. Doreen Wong. On September 6, Ms. Wong will meet with the WIB evaluators and staff to reach consensus and to develop Site Visit issues. Those issues will then be delivered to the One-Stop Leadership Team to aid them in preparation for the Site Visit.

Tentatively the Site Visit will take place September 27 with the evaluation being completed by October 21, 2005.

ATTACHMENT(S): N/A

TO: Quality Assurance Committee

DATE: 8/26/05

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Implications for Action Update – Education, Workforce Housing & Economic Development

PROPOSED MOTION(S): Information Only

DISCUSSION: The WIB presented three Implications for Action as a part of the 2004 State of the Workforce for Merced County. The Implications for Action were offered as “... opportunities and recommendations to be considered and supports the following actions that need to happen as any action plans are framed around the Regional Strategic Issues.”

Education: At the July 14, 2005, meeting of the WIB, the WIB members who chose to evaluate progress concerning the Education Implication for Action decided to rewrite the implication. The new verbiage follows:

The Merced County Workforce Investment Board strongly recommends that two related organizations be established and strengthened in order to improve the quality of education in Merced County and as a result improve Merced County’s workforce and economy.

The first of these organizations, and essentially an umbrella for the second, is a Preschool Through 16 Council (P-16). The Council’s goals include:

- **Supporting continuous increases in academic performance (as outlined in the Merced County Economic Development Strategic Plan, Goal 4.30).**
- **Including stakeholders from all levels of education, workforce development organizations, economic development organizations, businesses and others as interested.**
- **Focusing on “macro” issues relevant to schools and the community.**
- **Promoting P-16 communication and collaboration.**
- **Sharing and using data to promote and demonstrate school achievement progress.**

The second organization is the Community Business Alliance. Still in the conceptual stage, it is expected that the Alliance will be linked closely with the P-16 Council, sharing many of the same goals and some of the same members. Planning for the Alliance will focus on:

- **Supporting the development of comprehensive career education services for K-14 students, dropouts and underemployed individuals.**
- **Services will include K-12 career/technical education, career/technical education curriculum development, career/technical student awareness – particularly of career**

pathways and instruction in adult basic skills (including English as a second language, and Vocational English as a second language).

- Membership from business in industry will be targeted.

Workforce Housing: The Workforce Housing Implication for Action has been active. On June 28, 2005, the BOS approved the creation of a Workforce Housing Taskforce. By the first week in August, the Board had appointed Supervisor Deidra Kelsey as its representative to the taskforce. At the present time the following individuals have agreed to serve on the taskforce:

Atwater	Moe Khatami	Asst City Manager
Dos Palos	Everett Younce	City Council Member
Gustine	Don Hutchins	City Manager
Livingston	Gerald Forde	City Manager
Los Banos	Ken Hubler	Redevelopment Director
Merced	Masoud Niroumand	Housing Program Coordinator

Christina Alley	Member at Large
Don Borgwardt	Housing Authority
Nelson Crabb	Insurance Industry
Ray Rodriquez	Real Estate Industry
Joe Ramirez	Finance Banking Industry
Don Bergman	Workforce Investment Board
Pete Fluetsch	Workforce Investment Board
Gut Maxwell	Building Industry
Rolli Smith	HUD (Advisor to the Taskforce)

Economic Development is the last Implications for Action. An analysis of the Implication reveals that most of the suggested actions have been completed. The first action – studying successful models of regional economic development collaborations and partnerships was accomplished thru visits of WIB members Andrea Baker, John Fowler, and Scott Galbraith to Kings, Tulare and Stanislaus Counties. Additionally, the Director for Workforce Investment in Stanislaus County presented their model to the WIB Executive Committee. The second action – developing and recommending a formal partnership has been accomplished by installing Economic Development partners as members of the WIB. Those partners are now offering an expanded relationship between the Economic Development professionals of the cities and the county to the WIB, specifically through the Program Planning & Development Committee.

An Implication action which needs attention concerns “Ensure the complete implementation of the Merced County Economic Development Strategic Plan by:

- Reviewing status and recommending action.

The action was recently reviewed during an Economic Development “Brown Bag” meeting attended by five (5) members of the Program Planning & Development Committee and WIB

staff. A question arose as to whether the Strategic Plan should undergo a plan update, and if an update is undertaken, who would help with the update.

The WIB members present felt the plan should undergo an update and that the WIB would want to participate through the participation of the Program Planning & Development Committee's Economic Development Team.

ATTACHMENT(S): N/A