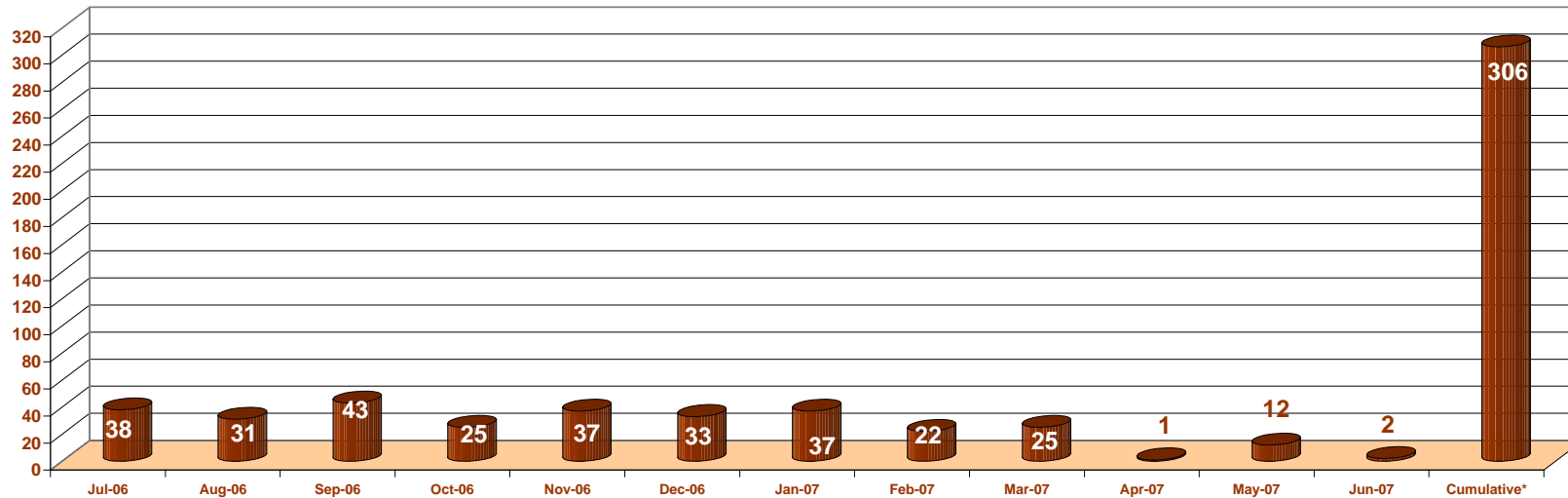


WIA PARTICIPANT SUMMARY REPORT - ADULT (Grant Code: 201)  
 PY 2006/07 - June 2007  
 Report Range 07/2006 to 06/2007

	ADULT												Cumulative*	Part. Plan PY 06/07	% of Plan Attained
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07			
<b>Total Participants</b>	264	295	338	306	343	376	361	383	408	223	233	237	532	393	135.4%
Participants Carried In	226	264	295	281	306	343	324	361	383	223	222	235	226	235	96.2%
New Participants Entering Grant	38	31	43	25	37	33	37	22	25	1	12	2	306	158	193.7%
<b>Total Participants Exiting WI</b>			57			52			185	1		132	427	97	440.2%
Entered Unsubsidized Employment			39			38			180	1		107	365	72	506.9%
Training Related			14			24			55	1		25	119	37	321.6%
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education												1	1		
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			20			34			58	1		33	146		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance						1							1		
Other Exits			56			49			183	1		130	419	82	511.0%
<b>Program Activities/Services Summary</b>	<b>Enrolled</b>												<b>Monthly Average</b>		
Core Services (Registered)	264	292	336	304	342	376	361	383	408	223	233	237	528	341	154.8%
Intensive Services	174	191	205	184	188	200	183	191	199	130	129	129	274	292	93.8%
Training Services	109	123	138	132	134	143	125	127	129	78	77	77	186	155	120.0%
Youth Services															
Concurrent Program Participants	43	47	54	51	52	56	55	55	55	31	33	35	69		
Individual Training Accounts	8	9	10	7	7	7	5	5	5	4	4	4	10		
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - ADULT  
 New Participants Entering Grant  
 PY 2005/06

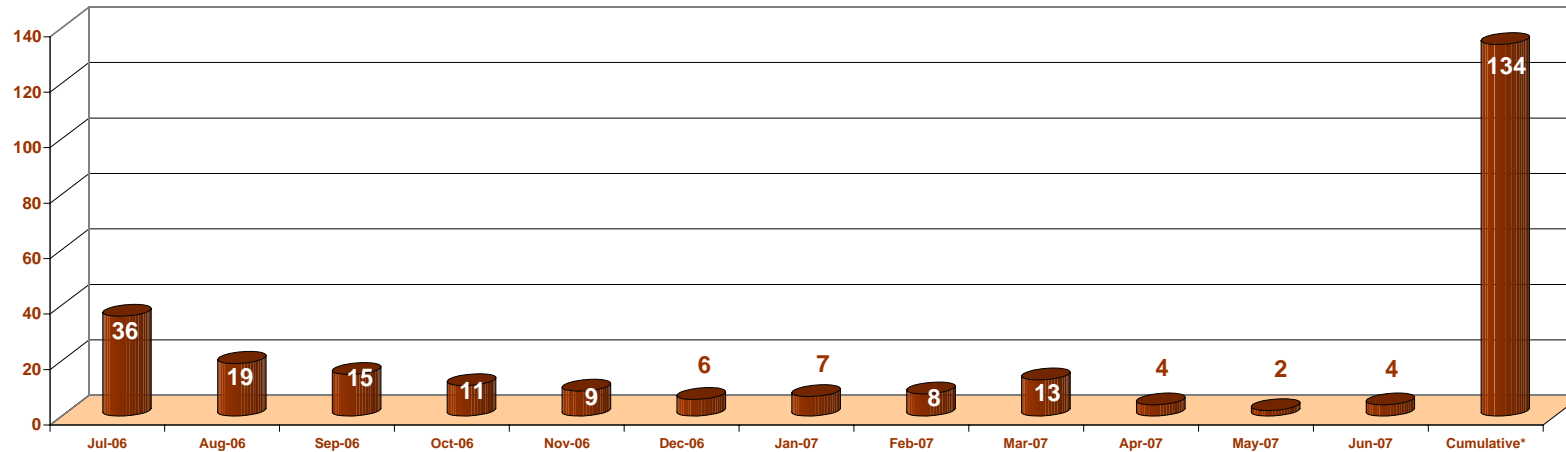


WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER (Grant Code: 501)  
 PY 2006/07 - June 2007  
 Report Range 07/2006 to 06/2007

	DISLOCATED WORKER													Part. Plan	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Cumulative*	PY 06/07	Attained
<b>Total Participants</b>	148	167	182	163	172	178	149	157	170	137	137	142	246	206	119.4%
Participants Carried In	112	148	167	152	163	172	142	149	157	134	136	138	112	177	63.3%
New Participants Entering Grant	36	19	15	11	9	6	7	8	13	4	2	4	134	129	103.9%
<b>Total Participants Exiting WI</b>			30			36			37	1		57	161	71	226.8%
Entered Unsubsidized Employment			23			28			34	1		50	136	65	209.2%
Training Related			10			14			21	1		9	55	24	229.2%
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			13			17			25	1		22	78		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance			2			1							3		
Other Exits			23			34			37	1		57	152	77	197.4%

Program Activities/Services Summary	Enrolled													PY 06/07	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Cumulative*		
Core Services (Registered)	145	165	180	161	170	176	147	155	169	137	137	142	240	231	103.9%
Intensive Services	104	117	129	113	117	122	100	104	114	89	88	93	168	218	77.1%
Training Services	41	51	58	58	58	59	47	50	55	40	40	42	86	74	116.2%
Youth Services															
Concurrent Program Participants	37	43	47	44	49	54	53	55	55	43	43	46	66		
Individual Training Accounts	3	3	6	7	7	7	4	4	5	5	5	5	8		
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - DISLOCATED WORKER  
 New Participants Entering Grant  
 PY 2006/2007



**WIA PARTICIPANT SUMMARY REPORT - 25% MERCED EXPANSION PROJECT (Grant Code: 528)**

**PY 2006/07 - June 2007**

**Report Range 07/2006 to 06/2007**

	QUEBECOR												Part. Plan	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Cumulative*	PY 06/07	Attained
<b>Total Participants</b>	24	29	33	36	40	41	40	41	46	35	37	52	50	104.0%
Participants Carried In	10	24	29	33	36	40	39	40	41	33	35	10		
New Participants Entering Grant	14	5	4	3	4	1	1	1	5	2	2	42	50	84.0%
<b>Total Participants Exiting WI</b>						2			13			15	50	30.0%
Entered Unsubsidized Employment						2			13			15	42	35.7%
Training Related									13			13	42	31.0%
Entered Military Service														
Entered Qualified Apprenticeship Program														
Entered Post-Secondary Education														
Entered Advanced Training														
Attained Recognized Certificate/Diploma/Degree									13			13		
Attained High School Diploma/GED														
Returned to Secondary School (Youth Only)														
Exits Excluded from Performance														
Other Exits						2			13			15	8	187.5%

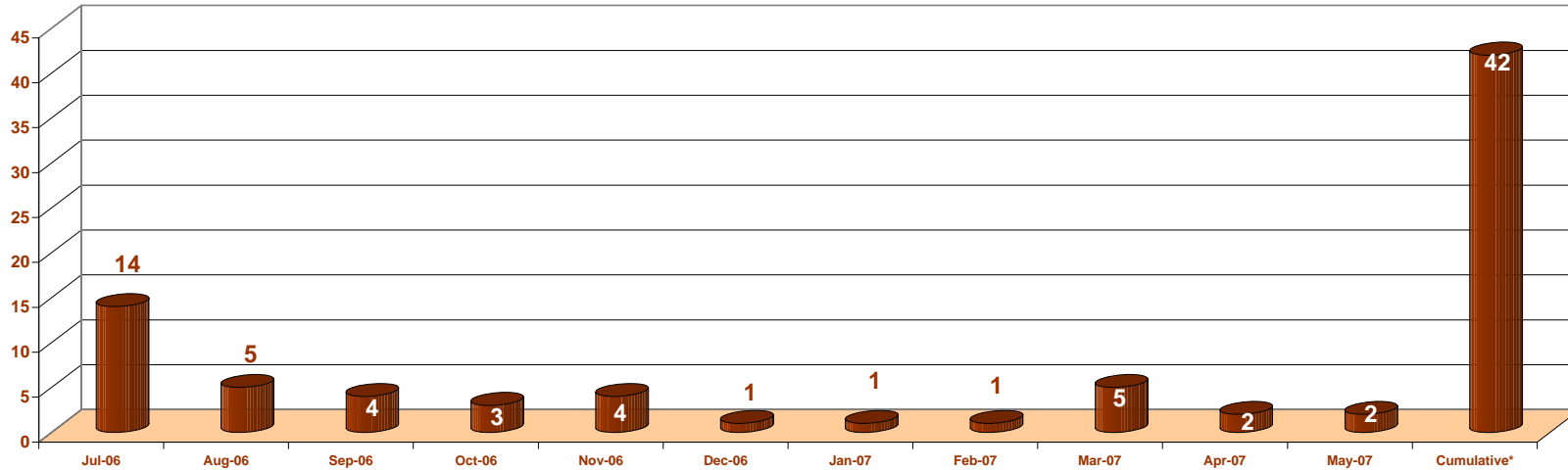
Program Activities/Services Summary	Enrolled												PY 06/07	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Cumulative*		
Core Services (Registered)	22	27	32	36	40	41	40	41	46	35	37	52	50	104.0%
Intensive Services	2	3	5	8	8	9	10	10	12	5	6	13	50	26.0%
Training Services	5	7	9	12	12	13	14	14	16	4	4	16	45	35.6%
Youth Services														
Concurrent Program Participants	6	6	7	8	11	11	11	11	11	8	9	12		
Individual Training Accounts														
Goals Set (Younger Youth Only)														

**WIA PARTICIPANT SUMMARY**

**25 % DISLOCATED WORKER AUGMENTATION: QUEBECOR**

**New Participants Entering Grant**

**PY 2006/2007**

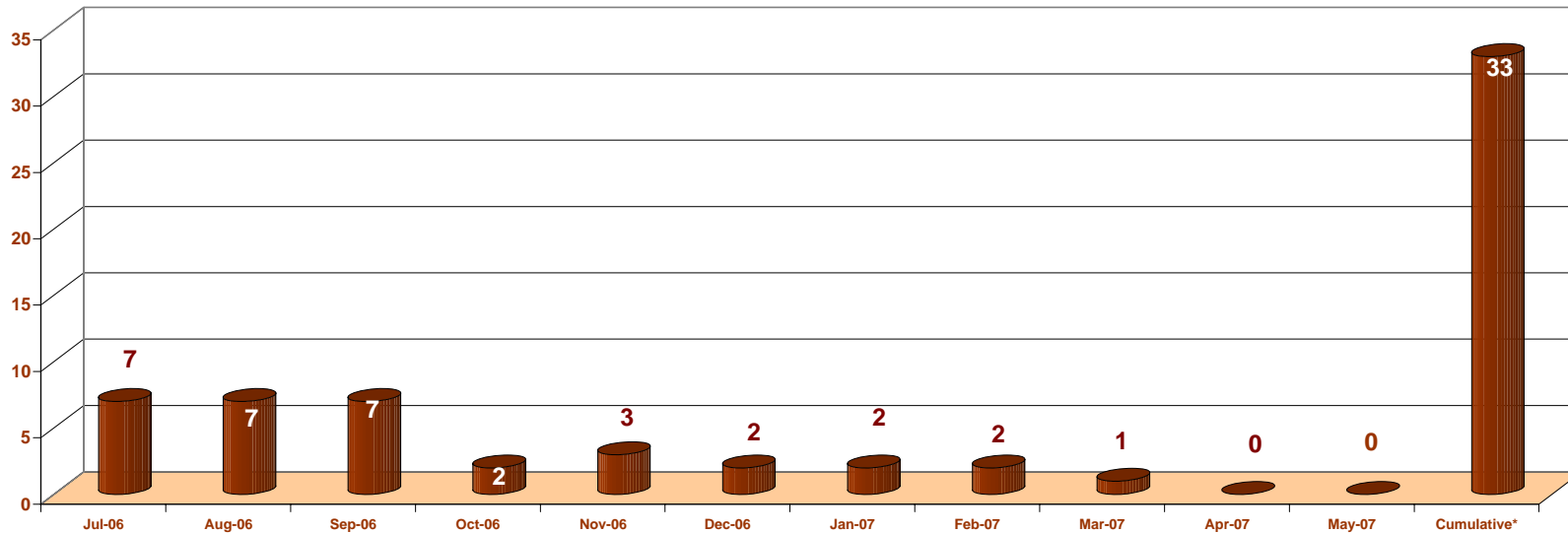


WIA PARTICIPANT SUMMARY REPORT - DWI/CVOC JOINT PROJECT (Grant Code: 537)  
 PY 2006/07 - June 2007  
 Report Range 07/2006 to 06/2007

	DWI/CVOC JOINT PROJECT												Part. Plan	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Cumulative*	PY 06/07	Attained
<b>Total Participants</b>	13	20	27	28	31	33	35	37	38	35	34	39	35	111.4%
Participants Carried In	6	13	20	26	28	31	33	35	37	35	34	6		
New Participants Entering Grant	7	7	7	2	3	2	2	2	1			33	35	94.3%
<b>Total Participants Exiting WI</b>			1						3	1		5	35	14.3%
Entered Unsubsidized Employment			1						2	1		4	29	13.8%
Training Related								2	1			3	20	15.0%
Entered Military Service														
Entered Qualified Apprenticeship Program														
Entered Post-Secondary Education														
Entered Advanced Training														
Attained Recognized Certificate/Diploma/Degree								2	1			3		
Attained High School Diploma/GED														
Returned to Secondary School (Youth Only)														
Exits Excluded from Performance														
Other Exits			1						3	1		5		

Program Activities/Services Summary	Enrolled												PY 06/07	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Cumulative*		
Core Services (Registered)	12	18	24	26	29	31	34	36	37	34	33	37	35	105.7%
Intensive Services	13	19	24	26	29	31	33	35	36	33	32	36	35	102.9%
Training Services	1	2	3	6	6	6	9	9	9	7	7	11	20	55.0%
Youth Services														
Concurrent Program Participants	8	11	13	15	17	19	21	23	23	23	23	23		
Individual Training Accounts				1	1	1	1	1	2	2	2	2		
Goals Set (Younger Youth Only)														

WIA PARTICIPANT SUMMARY - DWI/CVOC JOINT PROJECT  
 New Participants Entering Grant  
 PY 2006/2007

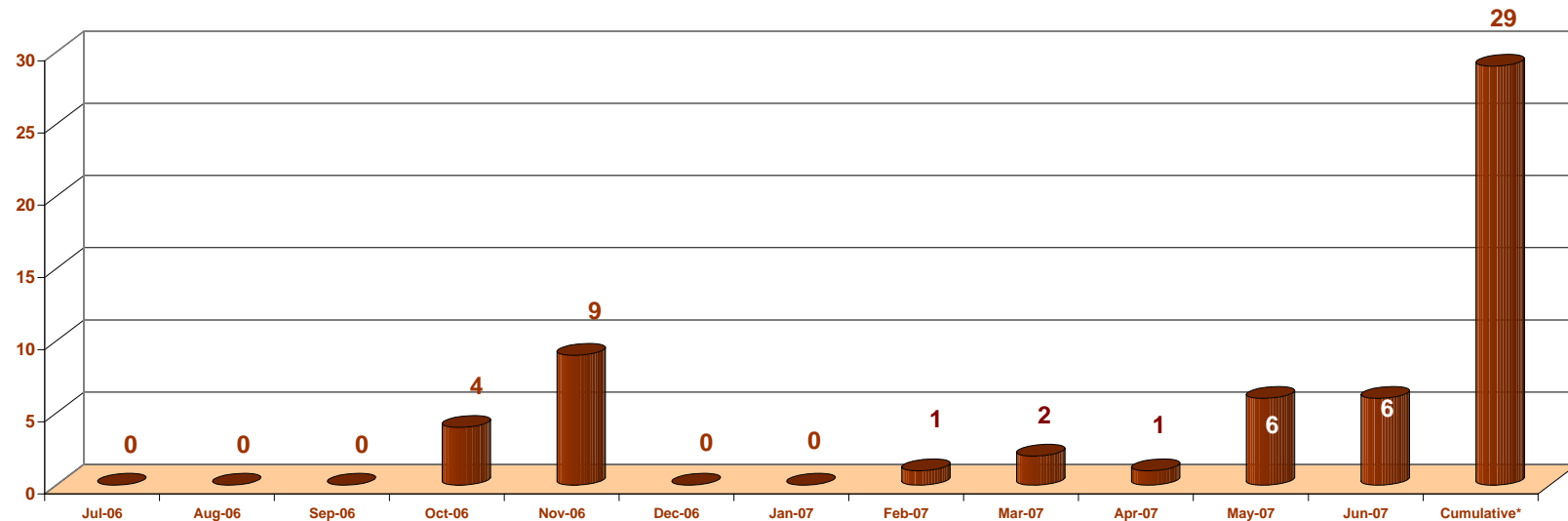


WIA PARTICIPANT SUMMARY REPORT - HIGH CON. YOUTH (Grant Code: 648)  
 PY 2006/07 - June 2007  
 Report Range 07/2006 to 06/2007

	High Concentration Youth Program												
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Cumulative*
<b>Total Participants</b>	25	25	25	29	38	38	38	39	41	41	47	53	54
Participants Carried In	25	25	25	25	29	38	38	38	39	40	41	47	25
New Participants Entering Grant				4	9			1	2	1	6	6	29
<b>Total Participants Exiting WI</b>									1			3	4
Entered Unsubsidized Employment Training Related												1	1
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree												1	1
Attained High School Diploma/GED												1	1
Returned to Secondary School (Youth Only)									1				1
Exits Excluded from Performance													
Other Exits												3	3

Program Activities/Services Summary	Enrolled													
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Cumulative*	
Core Services (Registered)													7	7
Intensive Services													3	3
Training Services														
Youth Services	25	25	25	29	38	38	38	39	41	41	43	53	54	
Concurrent Program Participants	22	22	22	26	35	35	35	35	35	34	34	38	39	
Individual Training Accounts														
Goals Set (Younger Youth Only)					2								2	

WIA PARTICIPANT SUMMARY - HIGH CON. YOUTH (GRANT CODE: 648)  
 New Participants Entering Grant  
 PY 2006/2007

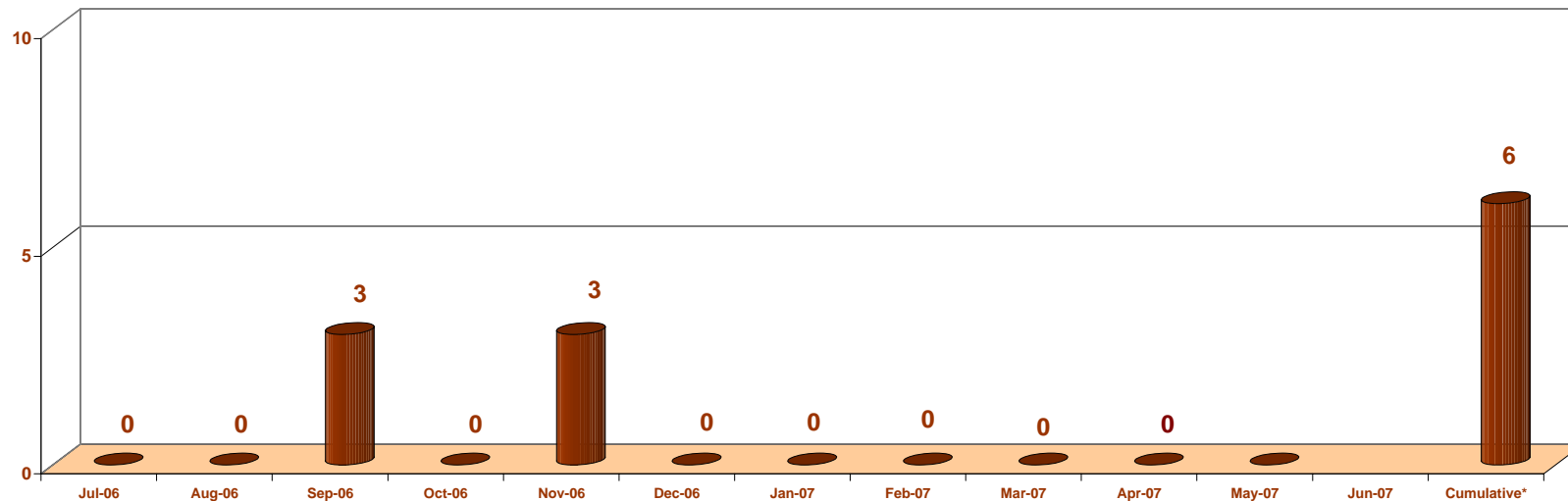


**WIA PARTICIPANT SUMMARY REPORT - NURSING PROGRAM (Grant Code: 693)**  
**PY 2006/07 - June 2007**  
**Report Range 07/2006 to 06/2007**

	Nursing Program												
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Cumulative*
<b>Total Participants</b>	40	40	43	39	42	42	41	41	41	35	35	35	46
Participants Carried In	40	40	40	39	39	42	41	41	41	35	35	35	40
New Participants Entering Grant			3		3								6
<b>Total Participants Exiting WI</b>			4			1			6			8	19
Entered Unsubsidized Employment			3						5			8	16
Training Related			3						4			6	13
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree			3						5			6	14
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits			4			1			6			8	19

Program Activities/Services Summary	Enrolled												
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Cumulative*
Core Services (Registered)	28	28	32	28	30	31	30	32	33	27	27	27	38
Intensive Services	36	36	39	35	38	38	37	39	39	33	33	33	44
Training Services	26	26	26	23	25	27	29	29	29	25	25	25	32
Youth Services													
Concurrent Program Participants	6	6	6	6	6	6	6	6	6	5	5	5	6
Individual Training Accounts	1	1	1	1	1	1	1	1	1	1	1	1	1
Goals Set (Younger Youth Only)													

**WIA PARTICIPANT SUMMARY - NURSING PROGRAM (GRANT CODE: 693)**  
**New Participants Entering Grant**  
**PY 2006/2007**

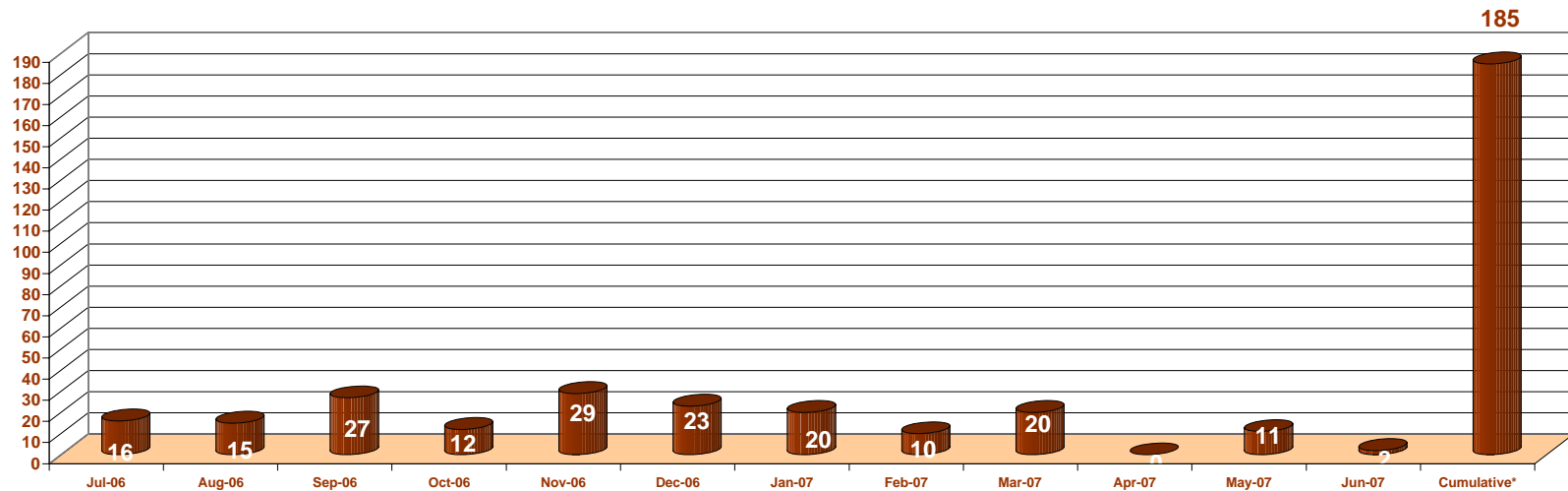


**WIA PARTICIPANT SUMMARY REPORT - 15% MERCED EXPANSION PROJECT (Grant Code: 787)**  
**PY 2006/07 - June 2007**  
**Report Range 07/2006 to 06/2007**

	Nursing Program													Cumulative*	Part. Plan PY 06/07	% of Plan Attained
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07				
<b>Total Participants</b>	51	66	93	102	131	154	173	183	203	65	76	78	220	70	314.3%	
Participants Carried In	35	51	66	90	102	131	153	173	183	65	65	76	35			
New Participants Entering Grant	16	15	27	12	29	23	20	10	20		11	2	185	70	264.3%	
<b>Total Participants Exiting WI</b>			3			1			138			62	204	70	291.4%	
Entered Unsubsidized Employment			3			1			138			52	194	59	328.8%	
Training Related			1						42			8	51	59	86.4%	
Entered Military Service																
Entered Qualified Apprenticeship Program																
Entered Post-Secondary Education																
Entered Advanced Training																
Attained Recognized Certificate/Diploma/Degree			1						40			10	51			
Attained High School Diploma/GED																
Returned to Secondary School (Youth Only)																
Exits Excluded from Performance																
Other Exits			3			1			136			60	200	11	1818.2%	

Program Activities/Services Summary	Enrolled													Cumulative*	Part. Plan PY 06/07	% of Plan Attained
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07				
Core Services (Registered)	51	65	91	100	129	153	171	181	202	65	76	78	217	70	310.0%	
Intensive Services	3	10	16	26	27	34	44	45	52	14	14	14	52	70	74.3%	
Training Services	6	8	17	29	29	36	45	47	49	14	14	14	55	55	100.0%	
Youth Services																
Concurrent Program Participants	7	8	12	11	11	13	15	15	15	5	7	7	18			
Individual Training Accounts																
Goals Set (Younger Youth Only)																

**WIA PARTICIPANT SUMMARY - 15% MERCED EXPANSION PROJECT (GRANT CODE: 787)**  
**New Participants Entering Grant**  
**PY 2006/2007**

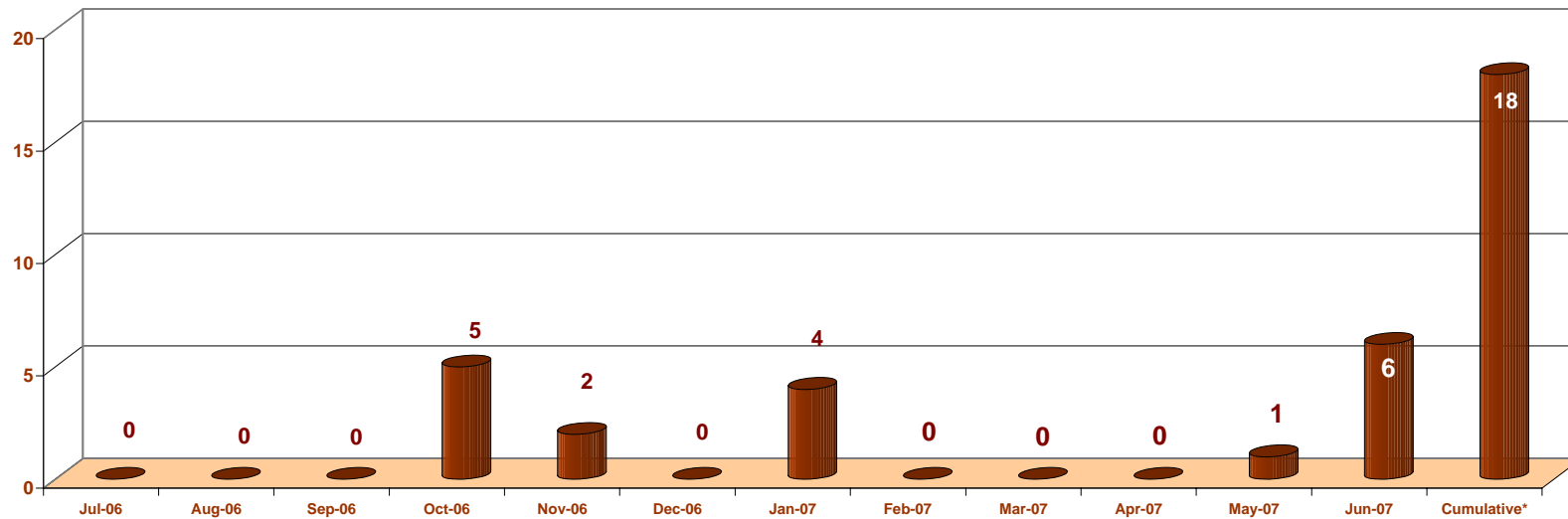


**WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH**  
**PY 2006/07 - June 2007**  
**Report Range 07/2006 to 06/2007**

	OLDER YOUTH													Part. Plan	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Cumulative*	PY 05/06	Attained
<b>Total Participants</b>	130	130	130	120	122	122	113	113	113	98	98	103	148	165	89.7%
Participants Carried In	130	130	130	115	120	122	109	113	113	98	98	97	130	135	96.3%
New Participants Entering Grant				5	2		4				1	6	18	30	60.0%
<b>Total Participants Exiting WI</b>			15			13			17			1	46	30	153.3%
Entered Unsubsidized Employment			9			12			13			1	35	35	100.0%
Training Related			1			5			4				10	10	100.0%
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education			2			2			5			1	10	42	23.8%
Entered Advanced Training			1										1	5	
Attained Recognized Certificate/Diploma/Degree			12			7			13				32	10	320.0%
Attained High School Diploma/GED			1			1			3				5		
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance			1										1		
Other Exits			13			11			16			1	41	42	97.6%

Program Activities/Services Summary	Enrolled													Cumulative*	PY 05/06	Attained	
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07					
Core Services (Registered)																	
Intensive Services	114	114	114	105	107	108	101	101	101	89	89	93	126				
Training Services	88	88	88	75	76	77	74	74	74	66	66	67	94				
Youth Services	128	128	128	118	120	120	111	111	111	96	96	101	139				
Concurrent Program Participants	50	50	50	41	41	41	38	38	38	31	31	33	52				
Individual Training Accounts																	
Goals Set (Younger Youth Only)																	

**WIA PARTICIPANT SUMMARY - OLDER YOUTH**  
**New Participants Entering Grant**  
**PY 2006/2007**

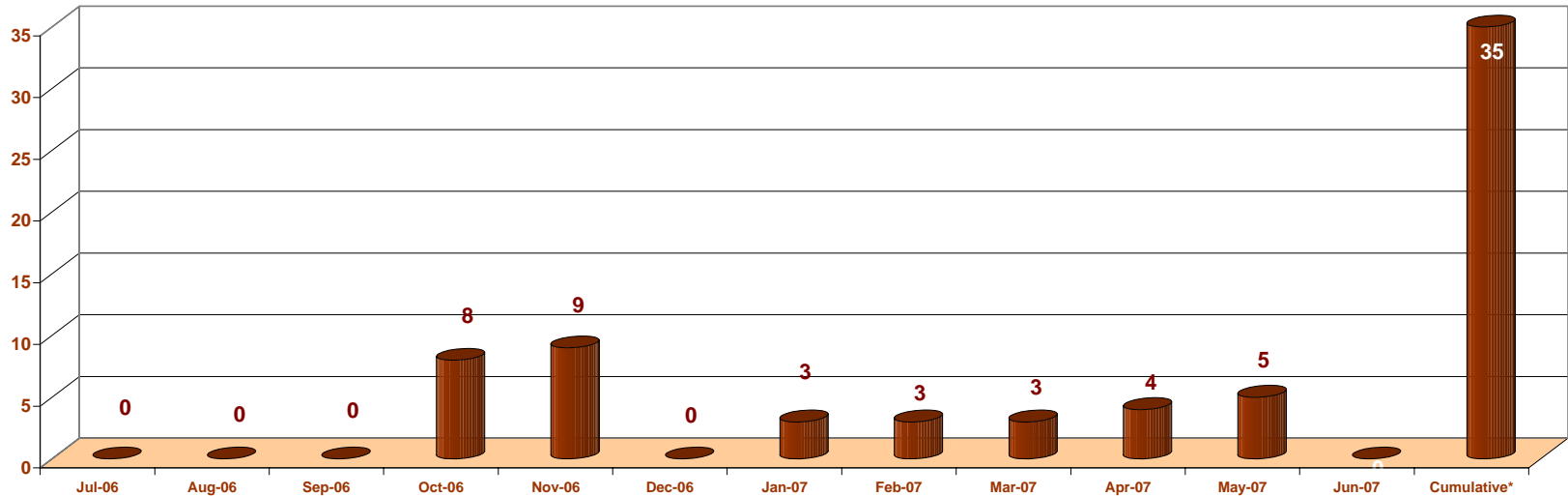


**WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH**  
**PY 2006/07 - June 2007**  
**Report Range 07/2006 to 06/2007**

	Younger Youth													Part. Plan	% of Plan
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Cumulative*	PY 05/06	Attained
<b>Total Participants</b>	453	452	452	308	317	317	306	309	307	295	297	299	488	510	95.7%
Participants Carried In	453	452	452	300	308	317	303	306	304	291	295	299	453	440	103.0%
New Participants Entering Grant				8	9		3	3	3	4	5		35	70	50.0%
<b>Total Participants Exiting WI</b>	1		152			14		5	17			13	202	220	91.8%
Entered Unsubsidized Employment			44			7			5			5	61	20	305.0%
Training Related			27			3			3				33	5	660.0%
Entered Military Service			4										4	3	133.3%
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education			79			4		3	5			2	93	110	84.5%
Entered Advanced Training			3										3	2	150.0%
Attained Recognized Certificate/Diploma/Degree			136			9		3	10			11	169		
Attained High School Diploma/GED			129			5		3	2			11	150	200	75.0%
Returned to Secondary School (Youth Only)			3						2				5	10	50.0%
Exits Excluded from Performance	1								2				3		
Other Exits			133			14		5	11			13	176	19	926.3%

Program Activities/Services Summary	Enrolled													PY 05/06	% of Plan	
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Cumulative*			
Core Services (Registered)																
Intensive Services	85	85	85	74	74	74	68	68	68	58	58	58	93			
Training Services	62	62	62	53	53	53	48	48	48	43	43	43	66			
Youth Services	453	452	452	308	317	317	306	309	307	295	297	299	488			
Concurrent Program Participants	282	281	281	175	184	184	174	174	171	161	161	162	299			
Individual Training Accounts																
Goals Set (Younger Youth Only)	7	19	8	30	56	27	35	52	28	16	2	15	312	389	80.2%	

**WIA PARTICIPANT SUMMARY - YOUNGER YOUTH**  
**New Participants Entering Grant**  
**PY 2006/2007**

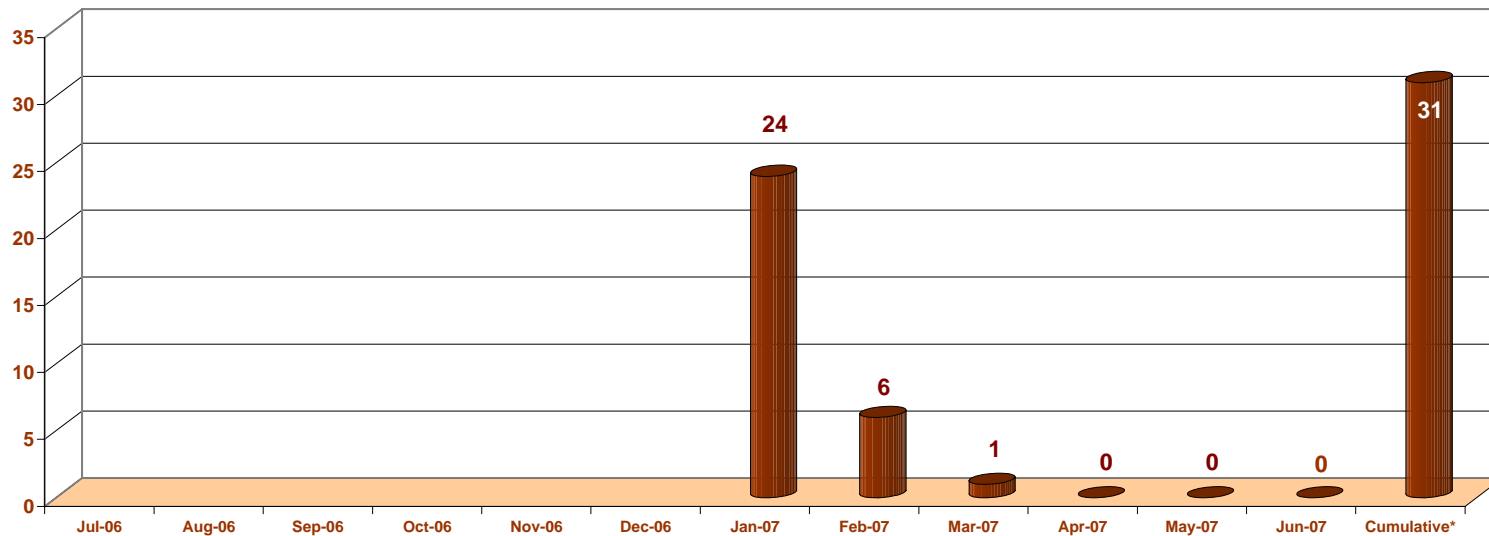


**WIA PARTICIPANT SUMMARY REPORT - 907 DOL San Joaquin LVN Program**  
**PY 2006/07 - June 2007**  
**Report Range 07/2006 to 06/2007**

	DOL San Joaquin LVN Program												
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Cumulative*
<b>Total Participants</b>							24	30	31	28	28	28	31
Participants Carried In								24	30	28	28	28	
New Participants Entering Grant							24	6	1				31
<b>Total Participants Exiting WI</b>									3			1	4
Entered Unsubsidized Employment									2			1	3
Training Related													
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			1	4

Program Activities/Services Summary	Enrolled												
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Cumulative*
Core Services (Registered)							15	21	23	20	20	20	23
Intensive Services							24	30	31	28	28	28	31
Training Services													
Youth Services													
Concurrent Program Participants							4	4	4	3	3	3	4
Individual Training Accounts													
Goals Set (Younger Youth Only)													

**WIA PARTICIPANT SUMMARY - YOUNGER YOUTH**  
**New Participants Entering Grant**  
**PY 2006/2007**



**WIA PARTICIPANT CHARACTERISTICS SUMMARY**  
Report Period: 7/2006 to 06/2007

**ENROLLED**

	ADULT		DISLOCATED WORKER		528 25% MERCED EXPANSION PROJECT		537 WIA-CVOC Joint Project		648 WIA-High Con. Yth		693 NURSING PROGRAM	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	246	100.0%	246	100.0%	53	100.0%	42	100.0%	54	100.0%	46	100.0%
<b>Female</b>	128	52.0%	128	52.0%	13	24.5%	28	66.7%	27	50.0%	36	78.3%
<b>Male</b>	118	48.0%	118	48.0%	40	75.5%	14	33.3%	27	50.0%	10	21.7%
<b>Age</b>												
14-18	1	0.4%	1	0.4%					47	87.0%	1	2.2%
19-21	13	5.3%	13	5.3%	5	9.4%	1	2.4%	7		4	8.7%
22-29	45	18.3%	45	18.3%	12	22.6%					21	45.7%
30-44	80	32.5%	80	32.5%	24	45.3%	11	26.2%			17	37.0%
45-54	72	29.3%	72	29.3%	8	15.1%	15	35.7%			3	6.5%
55-61	32	13.0%	32	13.0%	4	7.5%	13	31.0%				
62-64	1	0.4%	1	0.4%			1	2.4%				
65 and over	2	0.8%	2	0.8%			1	2.4%				
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native	6	2.4%	6	2.4%	2	3.8%						
Asian	19	7.7%	19	7.7%	5	9.4%	2	4.8%	9	16.7%	2	4.3%
Black / African American	20	8.1%	20	8.1%	3	5.7%	4	9.5%	5	9.3%	1	2.2%
Hawaiian Native / Other Pacific Islander	5	2.0%	5	2.0%	3	5.7%					1	2.2%
White	79	32.1%	79	32.1%	17	32.1%	9	21.4%	11	20.4%	28	60.9%
Ethnicity Hispanic or Latino	127	51.6%	127	51.6%	25	47.2%	28	66.7%	30	55.6%	15	32.6%
<b>Labor Force Status</b>												
Employed	4	1.6%	4	1.6%	1	1.9%			2		28	60.9%
Unemployed	242	98.4%	242	98.4%	52	98.1%	42	100.0%	52	96.3%	18	39.1%
UI Claimant	182	74.0%	182	74.0%	31	58.5%	37	88.1%			1	2.2%
UI Exhaustee	49	19.9%	49	19.9%	18	34.0%	4	9.5%				
<b>Barriers to Employment</b>												
Disabled	4	1.6%	4	1.6%	1	1.9%			45	83.3%	1	2.2%
Limited English Proficiency	6	2.4%	6	2.4%	3	5.7%	2	4.8%	3	5.6%		
Single Parent	42	17.1%	42	17.1%	7	13.2%	5	11.9%	1		14	30.4%
<b>Work Profiling</b>												
Reemployment Services Referral	27	11.0%	27	11.0%	3	5.7%	6	14.3%				
Low Income	99	40.2%	99	40.2%	23	43.4%	13	31.0%	54	100.0%	22	47.8%
Displaced Homemaker	1	0.4%	1	0.4%								
Offender	11	4.5%	11	4.5%	6	11.3%	1	2.4%			2	4.3%
Homeless	2	0.8%										
Runaway Youth									3	5.6%		
Pregnant Parenting Youth									4	7.4%		
Youth Needing Additional Assistance									54	100.0%		
Basic Literacy Skills Deficient	85	34.6%	85	34.6%	8	15.1%	23	54.8%	54	100.0%	10	21.7%
Substance Abuse	1	0.4%	1	0.4%					1	1.9%		
Foster Youth									4	7.4%		

WIA PARTICIPANT CHARACTERISTICS SUMMARY  
Report Period: 7/2006 to 06/2007

ENROLLED

	787 15% MERCED EXPANSION PROJECT		907 DOL SAN JOAQUIN LVN PROGRAM		301 OLDER YOUTH		301 YOUNGER YOUTH		Total (All Grant Codes)	
	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	220	100.0%	31	100.0%	148	100.0%	488	100.0%	1,574	100.0%
<b>Female</b>	72	32.7%	28	90.3%	103	69.6%	249	51.0%	812	51.6%
<b>Male</b>	148	67.3%	3	9.7%	45	30.4%	239	49.0%	762	48.4%
<b>Age</b>										
14-18	6	2.7%					488	100.0%	544	34.6%
19-21	37	16.8%			148	100.0%			228	14.5%
22-29	74	33.6%	14	45.2%					211	13.4%
30-44	68	30.9%	13	41.9%					293	18.6%
45-54	29	13.2%	3	9.7%					202	12.8%
55-61	6	2.7%	1	3.2%					88	5.6%
62-64									3	0.2%
65 and over									5	0.3%
<b>Race/Ethnicity</b>										
American Indian / Alaskan Native	3	1.4%			2	1.4%	7	1.4%	26	1.7%
Asian	57	25.9%	15	48.4%	21	14.2%	94	19.3%	243	15.4%
Black / African American	14	6.4%	1	3.2%	14	9.5%	38	7.8%	120	7.6%
Hawaiian Native / Other Pacific Islander	25	11.4%	2	6.5%	2	1.4%	2	0.4%	45	2.9%
White	44	20.0%	8	25.8%	17	11.5%	81	16.6%	373	23.7%
Ethnicity Hispanic or Latino	86	39.1%	8	25.8%	95	64.2%	295	60.5%	836	53.1%
<b>Labor Force Status</b>										
Employed	142	64.5%	21	67.7%	27	18.2%	17	3.5%	246	15.6%
Unemployed	78	35.5%	10	32.3%	121	81.8%	471	96.5%	1,328	84.4%
UI Claimant	3	1.4%			2	1.4%	1	0.2%	439	27.9%
UI Exhaustee	7	3.2%			1	0.7%			128	8.1%
<b>Barriers to Employment</b>										
Disabled	2	0.9%	1	3.2%	8	5.4%	139	28.5%	205	13.0%
Limited English Proficiency	35	15.9%	1	3.2%	12	8.1%	32	6.6%	100	6.4%
Single Parent	27	12.3%	8	25.8%	26	17.6%	16	3.3%	188	11.9%
Work Profiling Reemployment Services Referral									63	4.0%
Low Income	121	55.0%	10	32.3%	145	98.0%	472	96.7%	1,058	67.2%
Displaced Homemaker									2	0.1%
Offender	26	11.8%			9	6.1%	31	6.4%	97	6.2%
Homeless					5	3.4%	4	0.8%	11	0.7%
Runaway Youth					3	2.0%	8	1.6%	14	0.9%
Pregnant Parenting Youth					45	30.4%	30	6.1%	79	5.0%
Youth Needing Additional Assistance					147	99.3%	482	98.8%	683	43.4%
Basic Literacy Skills Deficient	9	4.1%	10	32.3%	136	91.9%	452	92.6%	872	55.4%
Substance Abuse					3	2.0%	17	3.5%	23	1.5%
Foster Youth					2	1.4%	15	3.1%	21	1.3%

WIA PARTICIPANT CHARACTERISTICS SUMMARY  
Report Period: 7/2006 to 06/2007

EXITED

	ADULT		DISLOCATED WORKER		528 25% MERCED EXPANSION PROJECT		537 WIA-CVOC Joint Project		648 WIA-High Con. Yth		693 NURSING PROGRAM	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	161	100.0%	161	100.0%	41	100.0%	8	100.0%	4	100.0%	19	100.0%
<b>Female</b>	76	47.2%	76	47.2%	8	19.5%	3	37.5%	2	50.0%	16	84.2%
<b>Male</b>	85	52.8%	85	52.8%	33	80.5%	5	62.5%	2	50.0%	3	15.8%
<b>Age</b>												
14-18	1	0.6%	1	0.6%					4	100.0%	1	5.3%
19-21	9	5.6%	9	5.6%	3	7.3%					2	10.5%
22-29	37	23.0%	37	23.0%	9	22.0%					4	21.1%
30-44	56	34.8%	56	34.8%	19	46.3%	3	37.5%			11	57.9%
45-54	42	26.1%	42	26.1%	6	14.6%	2	25.0%			1	5.3%
55-61	15	9.3%	15	9.3%	4	9.8%	3	37.5%				
62-64												
65 and over	1	0.6%	1	0.6%								
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native	4	2.5%	4	2.5%								
Asian	14	8.7%	14	8.7%	4	9.8%					1	5.3%
Black / African American	12	7.5%	12	7.5%	2	4.9%	2	25.0%	1	25.0%	1	5.3%
Hawaiian Native / Other Pacific Islander	4	2.5%	4	2.5%	3	7.3%					1	5.3%
White	55	34.2%	55	34.2%	13	31.7%	2	25.0%			13	68.4%
Ethnicity Hispanic or Latino	77	47.8%	77	47.8%	19	46.3%	4	50.0%	3	75.0%	4	21.1%
<b>Labor Force Status</b>												
Employed	3	1.9%	3	1.9%	1	2.4%					9	47.4%
Unemployed	158	98.1%	158	98.1%	40	97.6%	8	100.0%	4	100.0%	10	52.6%
UI Claimant	117	72.7%	117	72.7%	24	58.5%	7	87.5%			1	5.3%
UI Exhaustee	31	19.3%	31	19.3%	13	31.7%	1	12.5%				
<b>Barriers to Employment</b>												
Disabled	4	2.5%	4	2.5%	1	2.4%			4	100.0%		
Limited English Proficiency	4	2.5%	4	2.5%	3	7.3%						
Single Parent	30	18.6%	30	18.6%	5	12.2%	1	12.5%			9	47.4%
Work Profiling												
Reemployment Services Referral	15	9.3%	15	9.3%	3	7.3%	1	12.5%				
Low Income	68	42.2%	68	42.2%	16	39.0%	3	37.5%	4	100.0%	10	52.6%
Displaced Homemaker	1	0.6%	1	0.6%								
Offender	9	5.6%	9	5.6%	4	9.8%	1	12.5%			1	5.3%
Homeless	2	1.2%										
Runaway Youth												
Pregnant Parenting Youth												
Youth Needing Additional Assistance									4	100.0%		
Basic Literacy Skills Deficient	48	29.8%	48	29.8%	7	17.1%	1	12.5%	4	100.0%	6	31.6%
Substance Abuse	1	0.6%	1	0.6%								
Foster Youth												

WIA PARTICIPANT CHARACTERISTICS SUMMARY  
Report Period: 7/2006 to 06/2007

EXITED

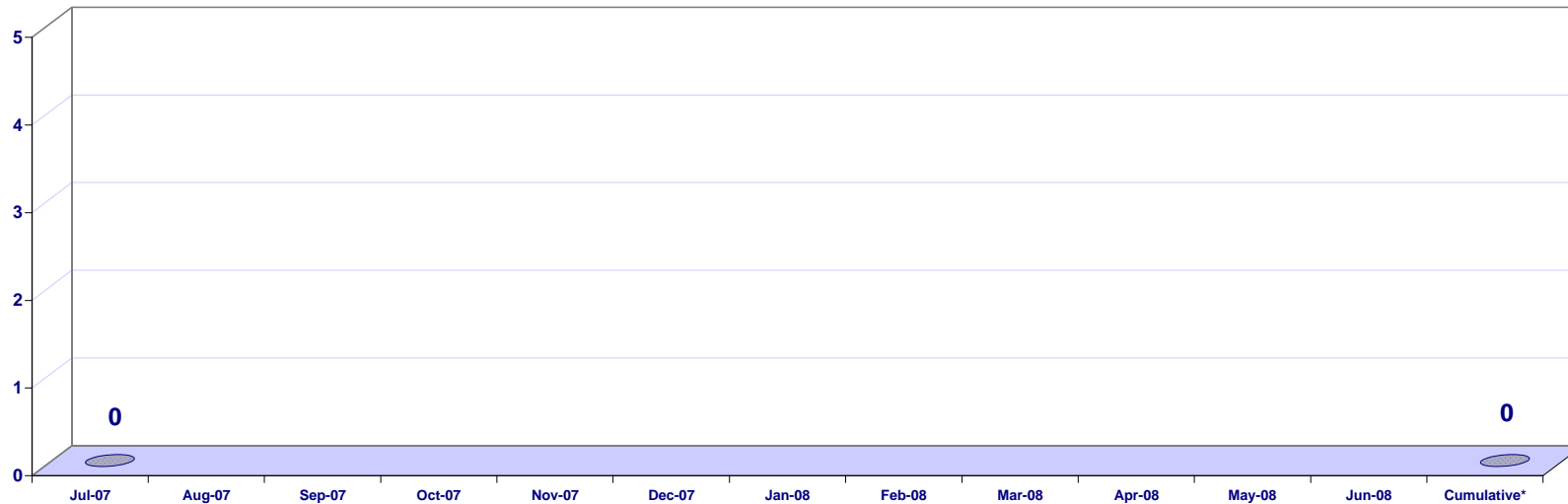
	787 15% MERCED EXPANSION PROJECT		907 DOL SAN JOAQUIN LVN PROGRAM		301 OLDER YOUTH		301 YOUNGER YOUTH		Total (All Grant Codes)	
	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	204	100.0%	4	100.0%	46	100.0%	202	100.0%	850	100.0%
<b>Female</b>	68	33.3%	4	100.0%	29	63.0%	100	49.5%	382	44.9%
<b>Male</b>	136	66.7%			17	37.0%	102	50.5%	468	55.1%
<b>Age</b>										
14-18	6	2.9%					202	100.0%	215	25.3%
19-21	37	18.1%			46	100.0%			106	12.5%
22-29	66	32.4%							153	18.0%
30-44	64	31.4%	2	50.0%					211	24.8%
45-54	26	12.7%	2	50.0%					121	14.2%
55-61	5	2.5%							42	4.9%
62-64										
65 and over									2	0.2%
<b>Race/Ethnicity</b>										
American Indian / Alaskan Native	3	1.5%			1	2.2%	4	2.0%	16	1.9%
Asian	54	26.5%	1	25.0%	13	28.3%	45	22.3%	146	17.2%
Black / African American	12	5.9%			3	6.5%	19	9.4%	64	7.5%
Hawaiian Native / Other Pacific Islander	23	11.3%			1	2.2%	1	0.5%	37	4.4%
White	42	20.6%			6	13.0%	36	17.8%	222	26.1%
Ethnicity Hispanic or Latino	78	38.2%	3	75.0%	24	52.2%	112	55.4%	401	47.2%
<b>Labor Force Status</b>										
Employed	132	64.7%	3	75.0%	12	26.1%	8	4.0%	171	20.1%
Unemployed	72	35.3%	1	25.0%	34	73.9%	194	96.0%	679	79.9%
UI Claimant	2	1.0%			1	2.2%			269	31.6%
UI Exhaustee	7	3.4%			1	2.2%			84	9.9%
<b>Barriers to Employment</b>										
Disabled	1	0.5%			3	6.5%	73	36.1%	90	10.6%
Limited English Proficiency	34	16.7%			5	10.9%	16	7.9%	66	7.8%
Single Parent	42	20.6%	2	50.0%	8	17.4%	3	1.5%	130	15.3%
Work Profiling Reemployment Services Referral									34	4.0%
Low Income	109	53.4%	2	50.0%	45	97.8%	195	96.5%	520	61.2%
Displaced Homemaker									2	0.2%
Offender	24	11.8%			1	2.2%	16	7.9%	65	7.6%
Homeless					3	6.5%	3	1.5%	8	0.9%
Runaway Youth					1	2.2%	2	1.0%	3	0.4%
Pregnant Parenting Youth					11	23.9%	7	3.5%	18	2.1%
Youth Needing Additional Assistance					46	100.0%	198	98.0%	248	29.2%
Basic Literacy Skills Deficient	9	4.4%	2	50.0%	45	97.8%	190	94.1%	360	42.4%
Substance Abuse							7	3.5%	9	1.1%
Foster Youth							10	5.0%	10	1.2%

WIA PARTICIPANT SUMMARY REPORT - ADULT (Grant Code: 201)  
 PY 2007/08 - July 2007  
 Report Range 07/2007 to 07/2007

	ADULT												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	106												106	250	42.4%
Participants Carried In	106												106	105	101.0%
New Participants Entering Grant														145	
<b>Total Participants Exiting WI</b>														91	
Entered Unsubsidized Employment														71	
Training Related														22	
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														78	

Program Activities/Services Summary	Enrolled												Cumulative*	PY 07/08	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			
Core Services (Registered)	106												106	384	27.6%
Intensive Services	82												82	179	45.8%
Training Services	40												40	117	34.2%
Youth Services															
Concurrent Program Participants	20												20		
Individual Training Accounts	3												3		
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - ADULT  
 New Participants Entering Grant

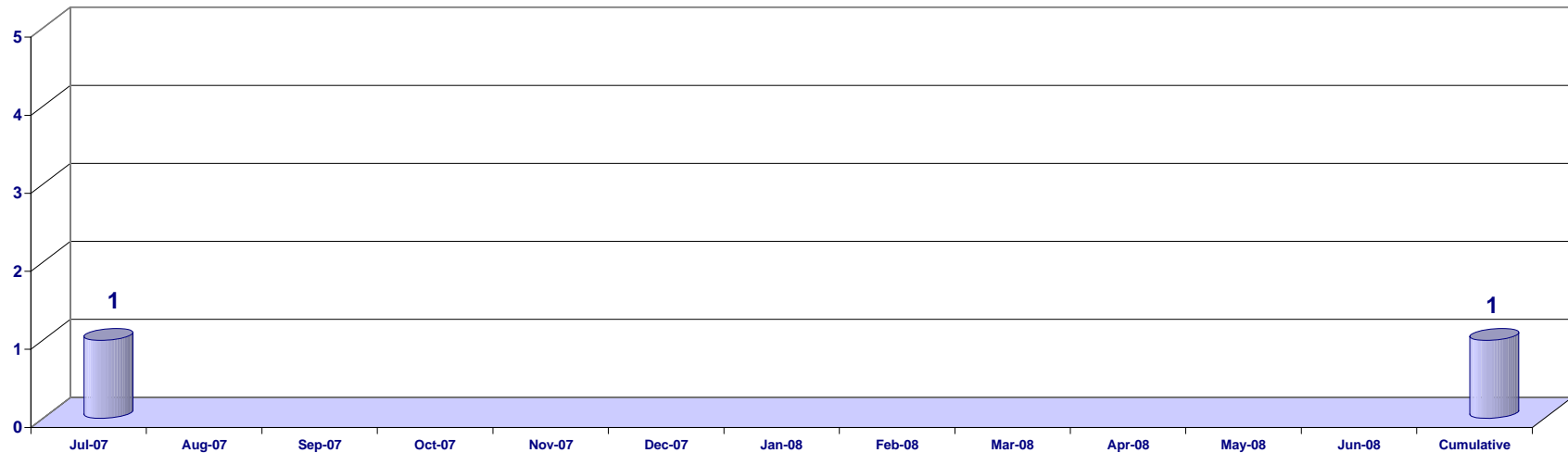


WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER (Grant Code: 501)  
 PY 2007/08 - July 2007  
 Report Range 07/2007 to 07/2007

	DISLOCATED WORKER												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative	PY 07/08	Attained
<b>Total Participants</b>	87												87	158	55.1%
Participants Carried In	86												86	85	101.2%
New Participants Entering Grant	1												1	73	1.4%
<b>Total Participants Exiting WI</b>														39	
Entered Unsubsidized Employment														35	
Training Related														17	
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														38	

Program Activities/Services Summary	Enrolled												PY 07/08	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			Cumulative
Core Services (Registered)	87												87	216	40.3%
Intensive Services	72												72	113	63.7%
Training Services	24												24	71	33.8%
Youth Services															
Concurrent Program Participants	34												34		
Individual Training Accounts	3												3		
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - DISLOCATED WORKER  
 New Participants Entering Grant

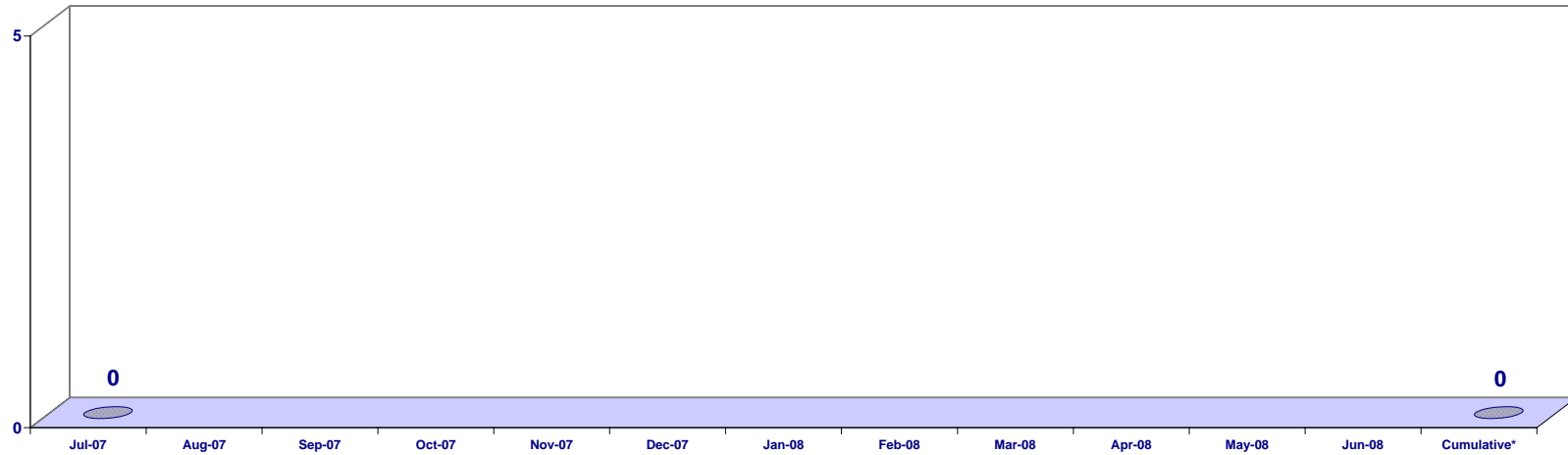


WIA PARTICIPANT SUMMARY REPORT - 25% MERCED EXPANSION PROJECT (Grant Code: 528)  
 PY 2007/08 - July 2007  
 Report Range 07/2007 to 07/2007

	QUEBECOR												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	12												12		
Participants Carried In	12												12		
New Participants Entering Grant															
<b>Total Participants Exiting WI</b>															
Entered Unsubsidized Employment															
Training Related															
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															

Program Activities/Services Summary	Enrolled												PY 07/08	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			Cumulative*
Core Services (Registered)	12														
Intensive Services	4														
Training Services	3														
Youth Services															
Concurrent Program Participants	2														
Individual Training Accounts															
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - 25 % DISLOCATED WORKER AUGMENTATION: QUEBECOR  
 New Participants Entering Grant

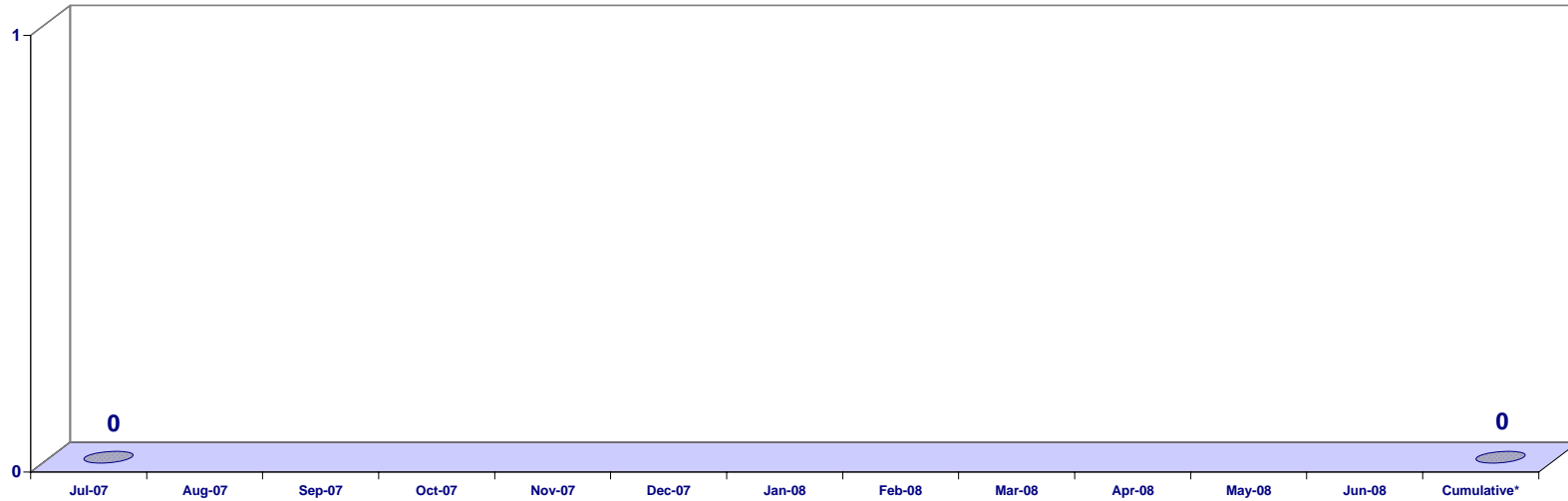


WIA PARTICIPANT SUMMARY REPORT - DWI/CVOC JOINT PROJECT (Grant Code: 537)  
 PY 2007/08 - July 2007  
 Report Range 07/2007 to 07/2007

	DWI/CVOC JOINT PROJECT													Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	35												35		
Participants Carried In	35												35		
New Participants Entering Grant															
<b>Total Participants Exiting WI</b>															
Entered Unsubsidized Employment															
Training Related															
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															

Program Activities/Services Summary	Enrolled													Cumulative*	PY 07/08	Attained
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08				
Core Services (Registered)	33												33			
Intensive Services	34												34			
Training Services	7												7			
Youth Services																
Concurrent Program Participants	25												25			
Individual Training Accounts	2												2			
Goals Set (Younger Youth Only)																

WIA PARTICIPANT SUMMARY - DWI/CVOC JOINT PROJECT  
 New Participants Entering Grant

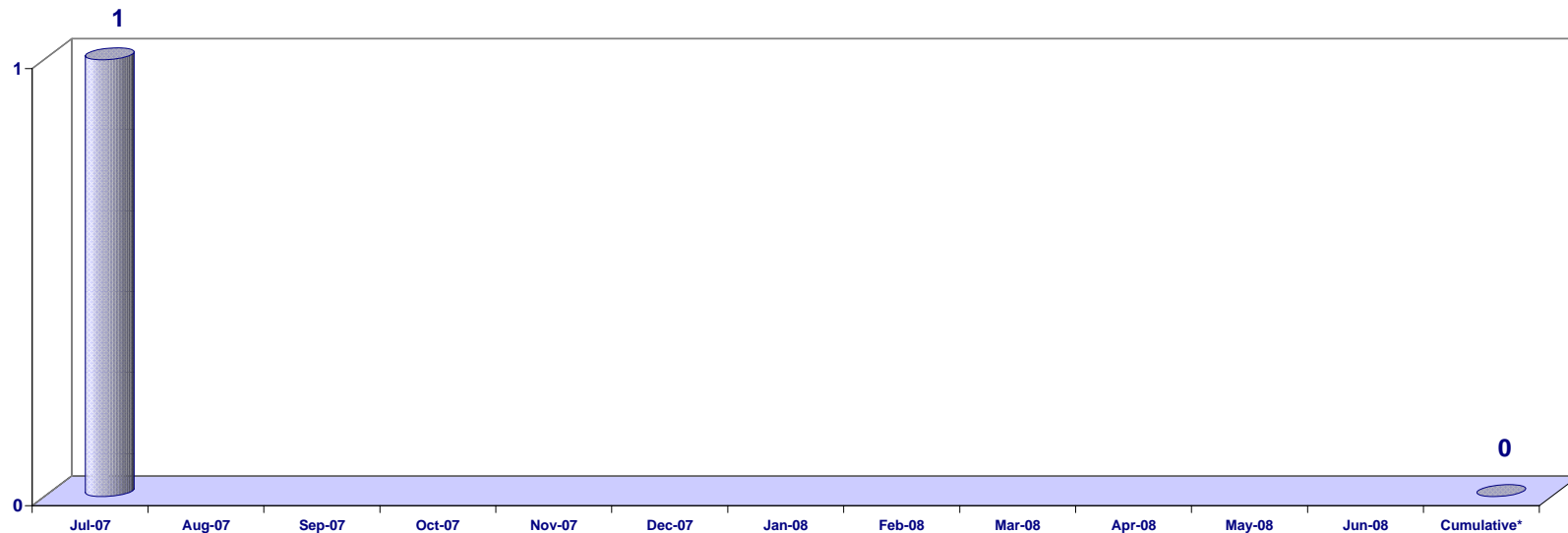


WIA PARTICIPANT SUMMARY REPORT - HIGH CON. YOUTH (Grant Code: 648)  
 PY 2007/08 - July 2007  
 Report Range 07/2007 to 07/2007

	High Concentration Youth Program												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
<b>Total Participants</b>	21												21
Participants Carried In	21												21
New Participants Entering Grant	1												
<b>Total Participants Exiting WI</b>													
Entered Unsubsidized Employment													
Training Related													
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													

Program Activities/Services Summary	Enrolled												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
Core Services (Registered)													
Intensive Services	7												7
Training Services	3												3
Youth Services	21												21
Concurrent Program Participants	7												7
Individual Training Accounts													
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - HIGH CON. YOUTH (GRANT CODE: 648)  
 New Participants Entering Grant

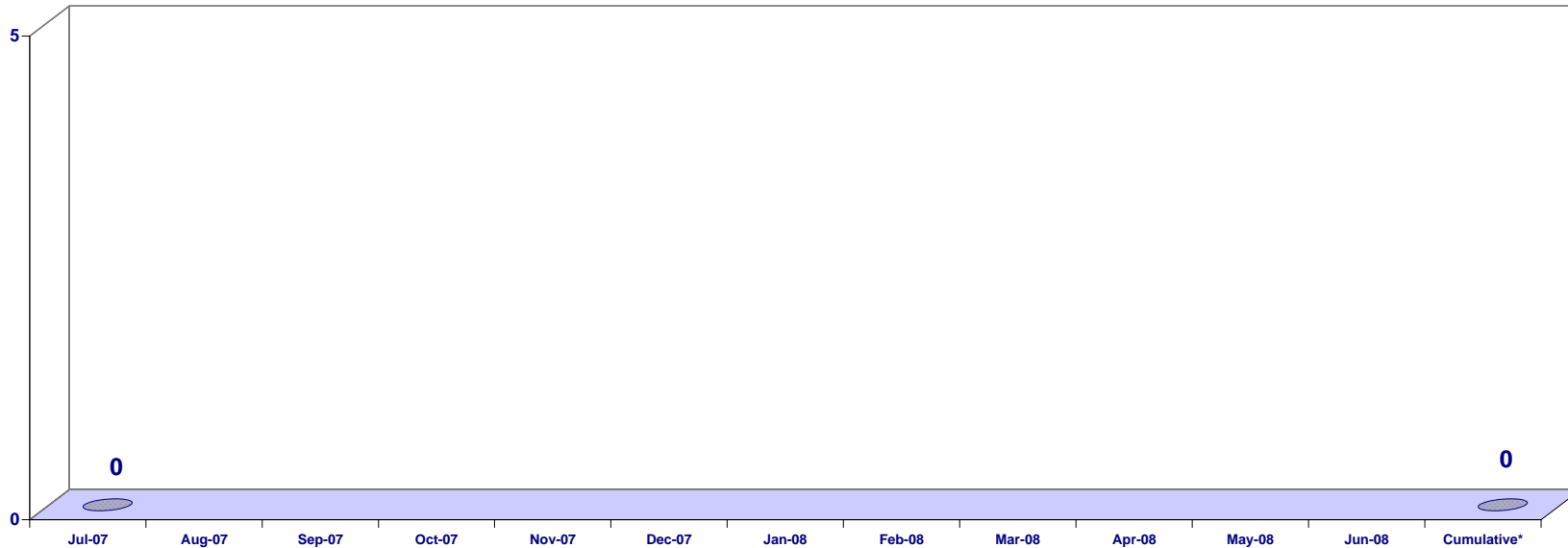


WIA PARTICIPANT SUMMARY REPORT - NURSING PROGRAM (Grant Code: 693)  
 PY 2007/08 - July 2007  
 Report Range 07/2007 to 07/2007

	Nursing Program												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
<b>Total Participants</b>	27												27
Participants Carried In	27												27
New Participants Entering Grant													
<b>Total Participants Exiting WI</b>													
Entered Unsubsidized Employment													
Training Related													
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													

Program Activities/Services Summary	Enrolled												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
Core Services (Registered)	22												22
Intensive Services	27												27
Training Services	19												19
Youth Services													
Concurrent Program Participants	3												3
Individual Training Accounts	1												1
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - NURSING PROGRM (GRANT CODE: 693)  
 New Participants Entering Grant

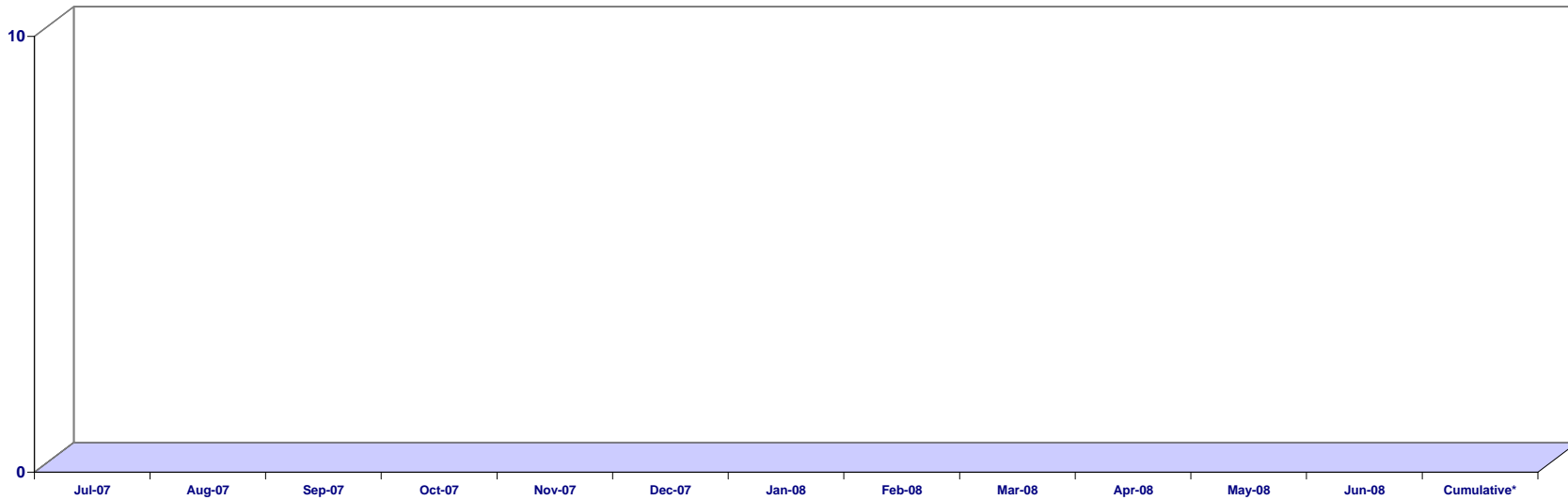


WIA PARTICIPANT SUMMARY REPORT - 15% MERCED EXPANSION PROJECT (Grant Code: 787)  
 PY 2007/08 - July 2007  
 Report Range 07/2007 to 07/2007

	Nursing Program												Cumulative*	Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08		PY 07/08	Attained
<b>Total Participants</b>	16												16		
Participants Carried In	16												16		
New Participants Entering Grant															
<b>Total Participants Exiting WI</b>															
Entered Unsubsidized Employment															
Training Related															
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															

Program Activities/Services Summary	Enrolled												Cumulative*	PY 07/08	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			
Core Services (Registered)	16												16		
Intensive Services	3												3		
Training Services	3												3		
Youth Services															
Concurrent Program Participants	3												3		
Individual Training Accounts															
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - 15% MERCED EXPANSION PROJECT (GRANT CODE: 787)  
 New Participants Entering Grant

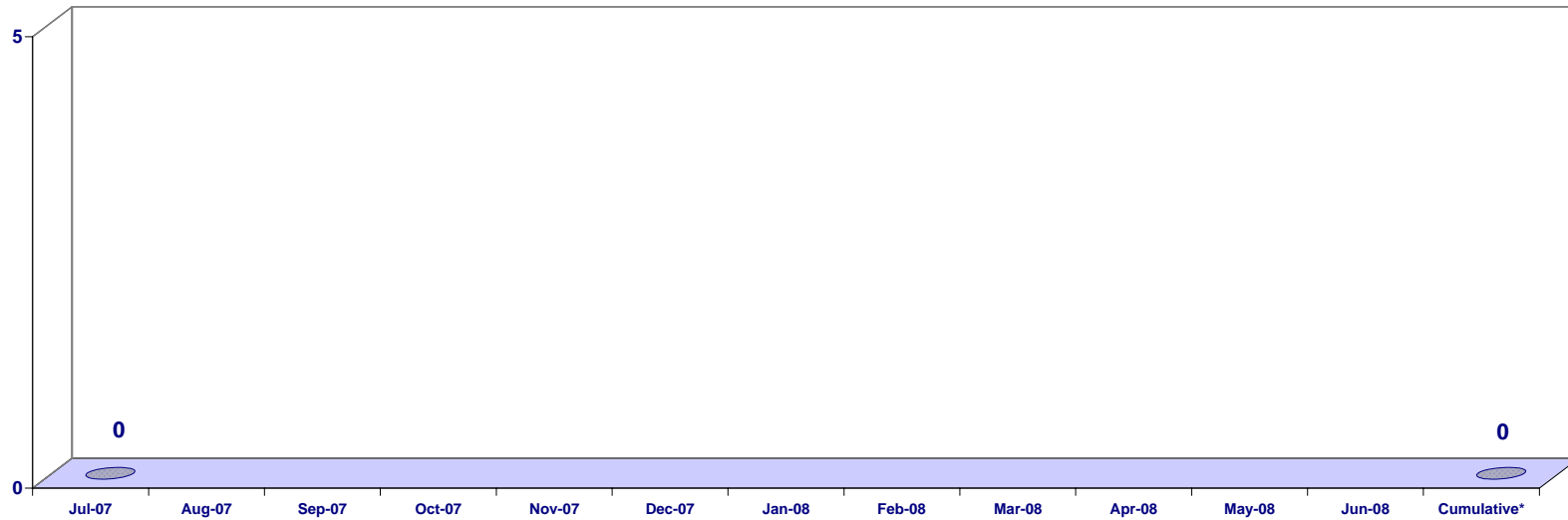


**WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH**  
**PY 2007/08 - July 2007**  
**Report Range 07/2007 to 07/2007**

	OLDER YOUTH												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	103												103	132	
Participants Carried In	103												103	102	
New Participants Entering Grant														30	
<b>Total Participants Exiting WI</b>														35	
Entered Unsubsidized Employment														25	
Training Related														9	
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education														9	
Entered Advanced Training														1	
Attained Recognized Certificate/Diploma/Degree															
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits														35	

Program Activities/Services Summary	Enrolled												PY 07/08	Attained		
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			Cumulative*	
Core Services (Registered)																
Intensive Services	92													92		
Training Services	67													67		
Youth Services	101													101		
Concurrent Program Participants	33													33		
Individual Training Accounts																
Goals Set (Younger Youth Only)																

**WIA PARTICIPANT SUMMARY - OLDER YOUTH**  
**New Participants Entering Grant**

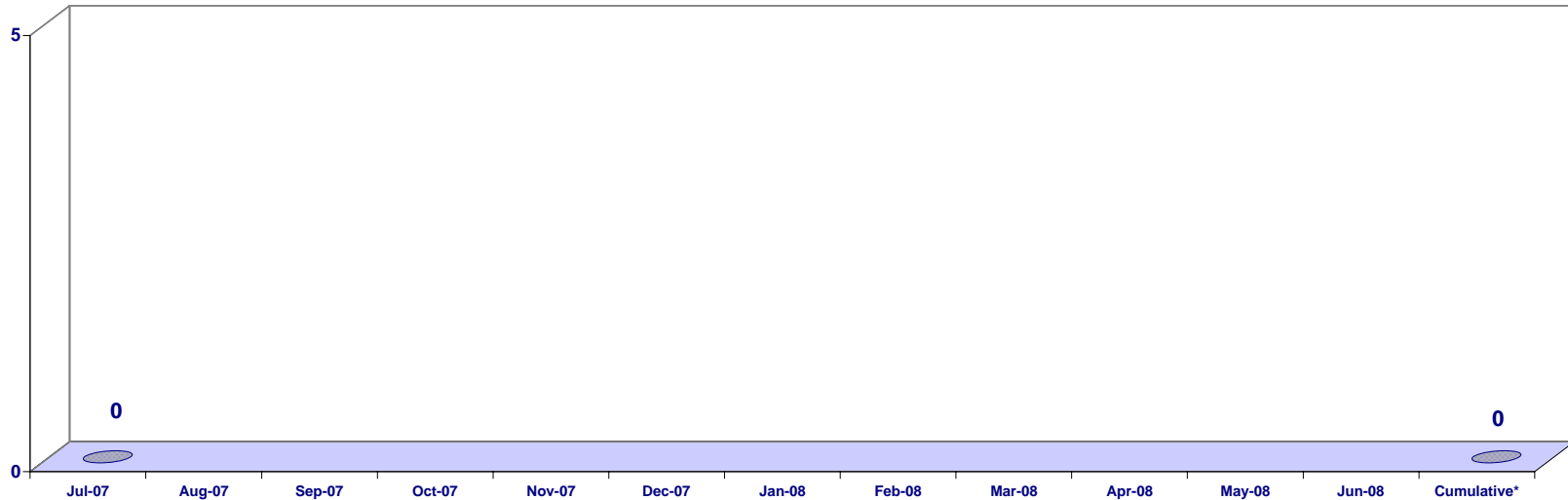


**WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH**  
**PY 2007/08 - July 2007**  
**Report Range 07/2007 to 07/2007**

	Younger Youth													Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	209												209	316	66.1%
Participants Carried In	209												209	286	73.1%
New Participants Entering Grant														30	
<b>Total Participants Exiting WI</b>														100	
Entered Unsubsidized Employment														15	
Training Related														10	
Entered Military Service														5	
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education														62	
Entered Advanced Training														2	
Attained Recognized Certificate/Diploma/Degree															
Attained High School Diploma/GED														75	
Returned to Secondary School (Youth Only)														4	
Exits Excluded from Performance															
Other Exits														85	

Program Activities/Services Summary	Enrolled													PY 07/08	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*			
Core Services (Registered)																
Intensive Services	57												57			
Training Services	42												42			
Youth Services	209												209			
Concurrent Program Participants	106												106			
Individual Training Accounts																
Goals Set (Younger Youth Only)	6												6	250	2.4%	

**WIA PARTICIPANT SUMMARY - YOUNGER YOUTH**  
**New Participants Entering Grant**

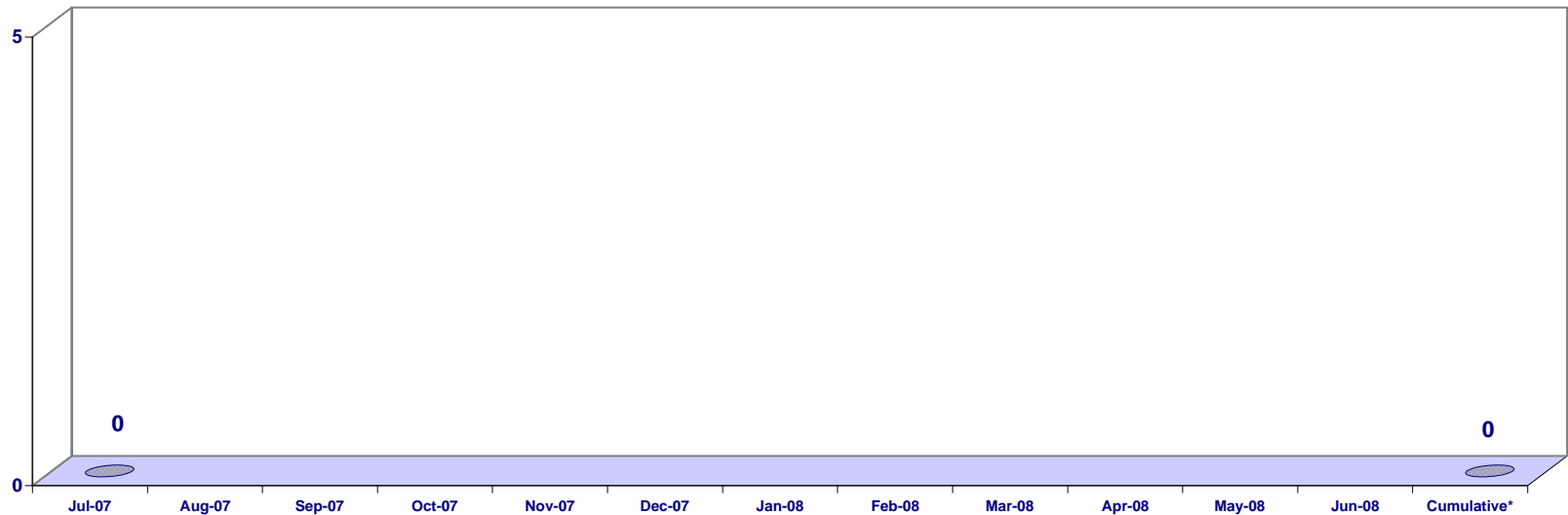


WIA PARTICIPANT SUMMARY REPORT - 907 DOL San Joaquin LVN Program  
 PY 2007/08 - July 2007  
 Report Range 07/2007 to 07/2007

	DOL San Joaquin LVN Program												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
<b>Total Participants</b>	27												27
Participants Carried In	27												27
New Participants Entering Grant													
<b>Total Participants Exiting WI</b>													
Entered Unsubsidized Employment													
Training Related													
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													

Program Activities/Services Summary	Enrolled												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
Core Services (Registered)	19												19
Intensive Services	27												27
Training Services													
Youth Services													
Concurrent Program Participants	3												3
Individual Training Accounts													
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - YOUNGER YOUTH  
 New Participants Entering Grant



**WIA PARTICIPANT SUMMARY REPORT - SJC MANUFACTURING PROJECT (914)**

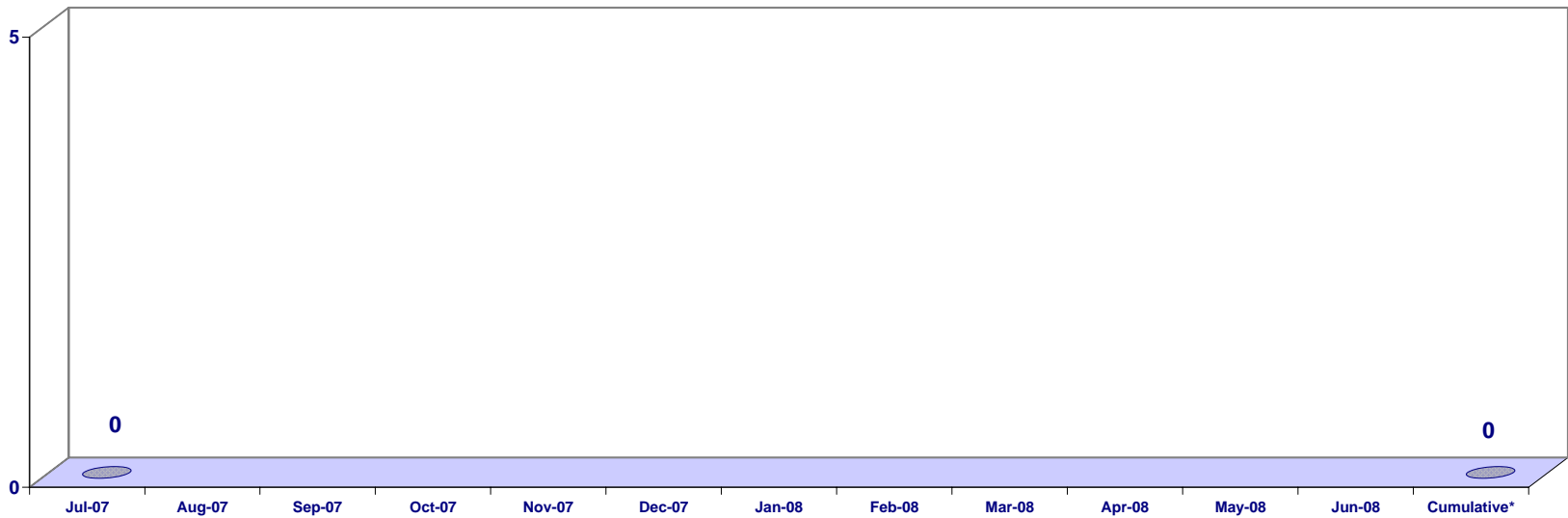
PY 2007/08 - July 2007

Report Range 07/2007 to 07/2007

	DOL San Joaquin LVN Program											
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
<b>Total Participants</b>												
Participants Carried In												
New Participants Entering Grant												
<b>Total Participants Exiting WI</b>												
Entered Unsubsidized Employment												
Training Related												
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												

Program Activities/Services Summary	Enrolled											
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
Core Services (Registered)												
Intensive Services												
Training Services												
Youth Services												
Concurrent Program Participants												
Individual Training Accounts												
Goals Set (Younger Youth Only)												

**WIA PARTICIPANT SUMMARY - YOUNGER YOUTH**  
**New Participants Entering Grant**





WIA PARTICIPANT CHARACTERISTICS SUMMARY

Report Period: 7/2007 to 07/2007

ENROLLED

	ADULT		DISLOCATED WORKER		528 25% MERCED EXPANSION PROJECT		537 WIA-CVOC JOINT PROJECT		648 WIA-HIGH CON. YTH		693 RN PROGRAM	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	106	100.0%	87	100.0%	12	100.0%	35	100.0%	21	100.0%	27	100.0%
Female	77	72.6%	53	60.9%	5	41.7%	26	74.3%	9	42.9%	20	74.1%
Male	29	27.4%	34	39.1%	7	58.3%	9	25.7%	12	57.1%	7	25.9%
<b>Age</b>												
14-18									13	61.9%		
19-21	6	5.7%	4	4.6%	2	16.7%	1	2.9%	8	38.1%	2	7.4%
22-29	52	49.1%	8	9.2%	3	25.0%					17	63.0%
30-44	31	29.2%	26	29.9%	5	41.7%	9	25.7%			6	22.2%
45-54	13	12.3%	30	34.5%	2	16.7%	13	37.1%			2	7.4%
55-61	4	3.8%	17	19.5%			10	28.6%				
62-64			1	1.1%			1	2.9%				
65 and over			1	1.1%			1	2.9%				
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native	1	0.9%	2	2.3%	2	16.7%						
Asian	25	23.6%	5	5.7%	1	8.3%	2	5.7%	1	4.8%	1	3.7%
Black / African American	6	5.7%	8	9.2%	1	8.3%	2	5.7%	3	14.3%		
Hawaiian Native / Other Pacific Islander	7	6.6%	1	1.1%							1	3.7%
White	36	34.0%	24	27.6%	4	33.3%	7	20.0%	4	19.0%	15	55.6%
Ethnicity Hispanic or Latino	39	36.8%	52	59.8%	6	50.0%	25	71.4%	13	61.9%	11	40.7%
<b>Labor Force Status</b>												
Employed	59	55.7%	1	1.1%					2	9.5%	19	70.4%
Unemployed	47	44.3%	86	98.9%	12	100.0%	35	100.0%	19	90.5%	8	29.6%
UI Claimant	5	4.7%	67	77.0%	7	58.3%	31	88.6%				
UI Exhaustee			18	20.7%	5	41.7%	3	8.6%				
<b>Barriers to Employment</b>												
Disabled	4	3.8%							11	52.4%	1	3.7%
Limited English Proficiency	2	1.9%	2	2.3%			2	5.7%				
Single Parent	30	28.3%	12	13.8%	2	16.7%	4	11.4%	1	4.8%	5	18.5%
Work Profiling Reemployment Services Referral			12	13.8%			5	14.3%				
Low Income	53	50.0%	32	36.8%	7	58.3%	10	28.6%	21	100.0%	12	44.4%
Displaced Homemaker												
Offender	5	4.7%	2	2.3%	2	16.7%					1	3.7%
Homeless												
Runaway Youth									3	14.3%		
Pregnant Parenting Youth									3	14.3%		
Youth Needing Additional Assistance									21	100.0%		
Basic Literacy Skills Deficient	29	27.4%	42	48.3%	1	8.3%	26	74.3%	21	100.0%	4	14.8%
Substance Abuse									1	4.8%		
Foster Youth	1	0.9%							2	9.5%		

WIA PARTICIPANT CHARACTERISTICS SUMMARY

Report Period: 7/2007 to 07/2007

ENROLLED

	787 15% MERCED EXPANSION PROJECT		907 DOL SAN JOAQUIN LVN PROGRAM		301 OLDER YOUTH		301 YOUNGER YOUTH		914 SJC MANUF. PROJECT		TOTAL (ALL GRANT CODES)	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	16	100.0%	27	100.0%	103	100.0%	209	100.0%			643	100.0%
Female	4	25.0%	24	88.9%	74	71.8%	110	52.6%			402	62.5%
Male	12	75.0%	3	11.1%	29	28.2%	99	47.4%			241	37.5%
<b>Age</b>												
14-18							209	100.0%			222	34.5%
19-21					103	100.0%					126	19.6%
22-29	8	50.0%	14	51.9%							102	15.9%
30-44	4	25.0%	11	40.7%							92	14.3%
45-54	3	18.8%	1	3.7%							64	10.0%
55-61	1	6.3%	1	3.7%							33	5.1%
62-64											2	0.3%
65 and over											2	0.3%
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native					1	1.0%	3	1.4%			9	1.4%
Asian	3	18.8%	14	51.9%	8	7.8%	33	15.8%			93	14.5%
Black / African American	2	12.5%	1	3.7%	11	10.7%	14	6.7%			48	7.5%
Hawaiian Native / Other Pacific Islander	2	12.5%	2	7.4%	1	1.0%	1	0.5%			15	2.3%
White	2	12.5%	8	29.6%	12	11.7%	28	13.4%			140	21.8%
Ethnicity Hispanic or Latino	8	50.0%	5	18.5%	71	68.9%	141	67.5%			371	57.7%
<b>Labor Force Status</b>												
Employed	10	62.5%	18	66.7%	15	14.6%	7	3.3%			131	20.4%
Unemployed	6	37.5%	9	33.3%	88	85.4%	202	96.7%			512	79.6%
UI Claimant	1	6.3%			1	1.0%	1	0.5%			113	17.6%
UI Exhaustee											26	4.0%
<b>Barriers to Employment</b>												
Disabled	1	6.3%	1	3.7%	5	4.9%	24	11.5%			47	7.3%
Limited English Proficiency	1	6.3%	1	3.7%	7	6.8%	8	3.8%			23	3.6%
Single Parent	5	31.3%	6	22.2%	18	17.5%	12	5.7%			95	14.8%
Work Profiling Reemployment Services Referral											17	2.6%
Low Income	12	75.0%	8	29.6%	101	98.1%	203	97.1%			459	71.4%
Displaced Homemaker												
Offender	2	12.5%			8	7.8%	13	6.2%			33	5.1%
Homeless					2	1.9%	1	0.5%			3	0.5%
Runaway Youth					2	1.9%	6	2.9%			11	1.7%
Pregnant Parenting Youth					34	33.0%	21	10.0%			58	9.0%
Youth Needing Additional Assistance					102	99.0%	207	99.0%			330	51.3%
Basic Literacy Skills Deficient			8	29.6%	92	89.3%	190	90.9%			413	64.2%
Substance Abuse					3	2.9%	9	4.3%			13	2.0%
Foster Youth					2	1.9%	3	1.4%			8	1.2%

**WIA PARTICIPANT CHARACTERISTICS SUMMARY**

Report Period: 7/2007 to 07/2007

EXITED

	ADULT		DISLOCATED WORKER		528 25% MERCED EXPANSION PROJECT		537 WIA-CVOC JOINT PROJECT		648 WIA-HIGH CON. YTH		693 RN PROGRAM	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>		#DIV/0!	161	100.0%	41	100.0%	8	100.0%	4	100.0%	19	100.0%
Female	76	#DIV/0!	76	47.2%	8	19.5%	3	37.5%	2	50.0%	16	84.2%
Male	85	#DIV/0!	85	52.8%	33	80.5%	5	62.5%	2	50.0%	3	15.8%
		#DIV/0!										
<b>Age</b>		#DIV/0!										
14-18	1	#DIV/0!	1	0.6%					4	100.0%	1	5.3%
19-21	9	#DIV/0!	9	5.6%	3	7.3%					2	10.5%
22-29	37	#DIV/0!	37	23.0%	9	22.0%					4	21.1%
30-44	56	#DIV/0!	56	34.8%	19	46.3%	3	37.5%			11	57.9%
45-54	42	#DIV/0!	42	26.1%	6	14.6%	2	25.0%			1	5.3%
55-61	15	#DIV/0!	15	9.3%	4	9.8%	3	37.5%				
62-64		#DIV/0!										
65 and over	1	#DIV/0!	1	0.6%								
		#DIV/0!										
<b>Race/Ethnicity</b>		#DIV/0!										
American Indian / Alaskan Native	4	#DIV/0!	4	2.5%								
Asian	14	#DIV/0!	14	8.7%	4	9.8%					1	5.3%
Black / African American	12	#DIV/0!	12	7.5%	2	4.9%	2	25.0%	1	25.0%	1	5.3%
Hawaiian Native / Other Pacific Islander	4	#DIV/0!	4	2.5%	3	7.3%					1	5.3%
White	55	#DIV/0!	55	34.2%	13	31.7%	2	25.0%			13	68.4%
Ethnicity Hispanic or Latino	77	#DIV/0!	77	47.8%	19	46.3%	4	50.0%	3	75.0%	4	21.1%
		#DIV/0!										
<b>Labor Force Status</b>		#DIV/0!										
Employed	3	#DIV/0!	3	1.9%	1	2.4%					9	47.4%
Unemployed	158	#DIV/0!	158	98.1%	40	97.6%	8	100.0%	4	100.0%	10	52.6%
UI Claimant	117	#DIV/0!	117	72.7%	24	58.5%	7	87.5%			1	5.3%
UI Exhaustee	31	#DIV/0!	31	19.3%	13	31.7%	1	12.5%				
		#DIV/0!										
<b>Barriers to Employment</b>		#DIV/0!										
Disabled	4	#DIV/0!	4	2.5%	1	2.4%			4	100.0%		
Limited English Proficiency	4	#DIV/0!	4	2.5%	3	7.3%						
Single Parent	30	#DIV/0!	30	18.6%	5	12.2%	1	12.5%			9	47.4%
Work Profiling Reemployment Services Referral	15	#DIV/0!	15	9.3%	3	7.3%	1	12.5%				
Low Income	68	#DIV/0!	68	42.2%	16	39.0%	3	37.5%	4	100.0%	10	52.6%
Displaced Homemaker	1	#DIV/0!	1	0.6%								
Offender	9	#DIV/0!	9	5.6%	4	9.8%	1	12.5%			1	5.3%
Homeless	2	#DIV/0!										
Runaway Youth		#DIV/0!										
Pregnant Parenting Youth		#DIV/0!										
Youth Needing Additional Assistance		#DIV/0!							4	100.0%		
Basic Literacy Skills Deficient	48	#DIV/0!	48	29.8%	7	17.1%	1	12.5%	4	100.0%	6	31.6%
Substance Abuse	1	#DIV/0!	1	0.6%								
Foster Youth		#DIV/0!										

WIA PARTICIPANT CHARACTERISTICS SUMMARY

Report Period: 7/2007 to 07/2007

EXITED

	787 15% MERCED EXPANSION PROJECT		907 DOL SAN JOAQUIN LVN PROGRAM		301 OLDER YOUTH		301 YOUNGER YOUTH		914 SJC MANUF. PROJECT		TOTAL (ALL GRANT CODES)	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	204	100.0%	4	100.0%	46	100.0%	202	100.0%	202		689	100.0%
<b>Female</b>	68	33.3%	4	100.0%	29	63.0%	100	49.5%	100		382	55.4%
<b>Male</b>	136	66.7%			17	37.0%	102	50.5%	102		468	67.9%
<b>Age</b>												
14-18	6	2.9%					202	100.0%	202		215	31.2%
19-21	37	18.1%			46	100.0%					106	15.4%
22-29	66	32.4%									153	22.2%
30-44	64	31.4%	2	50.0%							211	30.6%
45-54	26	12.7%	2	50.0%							121	17.6%
55-61	5	2.5%									42	6.1%
62-64												
65 and over											2	0.3%
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native	3	1.5%			1	2.2%	4	2.0%	4		16	2.3%
Asian	54	26.5%	1	25.0%	13	28.3%	45	22.3%	45		146	21.2%
Black / African American	12	5.9%			3	6.5%	19	9.4%	19		64	9.3%
Hawaiian Native / Other Pacific Islander	23	11.3%			1	2.2%	1	0.5%	1		37	5.4%
White	42	20.6%			6	13.0%	36	17.8%	36		222	32.2%
Ethnicity Hispanic or Latino	78	38.2%	3	75.0%	24	52.2%	112	55.4%	112		401	58.2%
<b>Labor Force Status</b>												
Employed	132	64.7%	3	75.0%	12	26.1%	8	4.0%	8		171	24.8%
Unemployed	72	35.3%	1	25.0%	34	73.9%	194	96.0%	194		679	98.5%
UI Claimant	2	1.0%			1	2.2%					269	39.0%
UI Exhaustee	7	3.4%			1	2.2%					84	12.2%
<b>Barriers to Employment</b>												
Disabled	1	0.5%			3	6.5%	73	36.1%	73		90	13.1%
Limited English Proficiency	34	16.7%			5	10.9%	16	7.9%	16		66	9.6%
Single Parent	42	20.6%	2	50.0%	8	17.4%	3	1.5%	3		130	18.9%
Work Profiling Reemployment Services Referral											34	4.9%
Low Income	109	53.4%	2	50.0%	45	97.8%	195	96.5%	195		520	75.5%
Displaced Homemaker											2	0.3%
Offender	24	11.8%			1	2.2%	16	7.9%	16		65	9.4%
Homeless					3	6.5%	3	1.5%	3		8	1.2%
Runaway Youth					1	2.2%	2	1.0%	2		3	0.4%
Pregnant Parenting Youth					11	23.9%	7	3.5%	7		18	2.6%
Youth Needing Additional Assistance					46	100.0%	198	98.0%	198		248	36.0%
Basic Literacy Skills Deficient	9	4.4%	2	50.0%	45	97.8%	190	94.1%	190		360	52.2%
Substance Abuse							7	3.5%	7		9	1.3%
Foster Youth							10	5.0%	10		10	1.5%



# Worknet

## Customer Service & Satisfaction Report

### For All Locations

June 2007

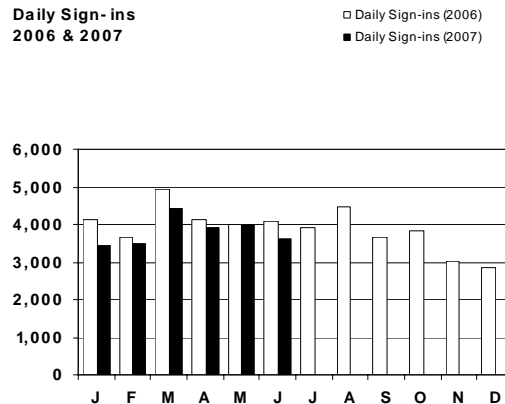
Merced County Department of Workforce Investment

#### Daily Sign-ins

Daily sign-ins for June totaled 3,625, down 356 from the previous month and down 476 from June 2006. Daily sign-ins for the month of June are below the 6 year average.

June's 6 year average: 3,842  
2006 annual average: 3,893

**Daily Sign-ins 2006 & 2007**

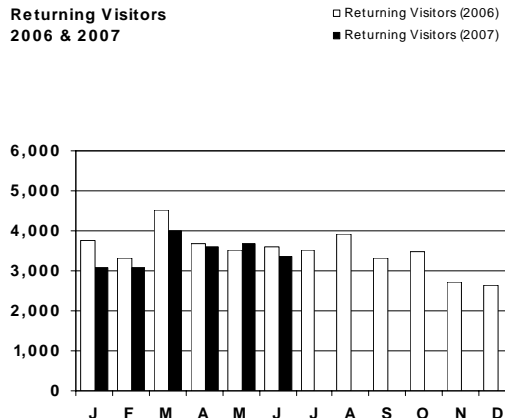


#### Return Visits

Return visits for June totaled 3,350, down 320 from the previous month and down 246 from June 2006. Return visits for the month of June are below the 6 year average.

June's 6 year average: 3,577  
2006 annual average: 3,504

**Returning Visitors 2006 & 2007**

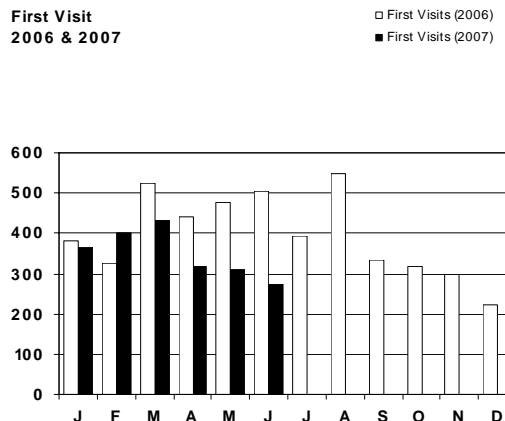


#### First Visits

First Visits for June totaled 275, down 36 from the previous month and down 230 from June 2006. First visits for the month of June are above the 6 year average.

June's 6 year average: 265  
2006 annual average: 397

**First Visit 2006 & 2007**



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<i>Would you refer our services to others?</i>	2
<i>Customer Satisfaction</i>	3
<i>How our customers used our services</i>	3
<i>Summary Data - All Locations</i>	4
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<i>Concerns</i>	6
<i>Suggestions</i>	7

#### Customer Flow for June 2007

##### All Locations

- On average, Mondays were the busiest days of the week, averaging 198 customers per day. (Weekly Average: 863 customers)

##### Merced

- Mondays were the busiest day of the week, with an average of 129 customers per day. (Weekly Average: 516 customers).

##### Los Banos

- Wednesdays were the busiest day of the week, with an average of 70 customers per day (Weekly Average: 312 customers).

##### Livingston

- Tuesdays were the busiest days of the week, with an average of 10 customers per day. (Weekly Average: 35 customers).



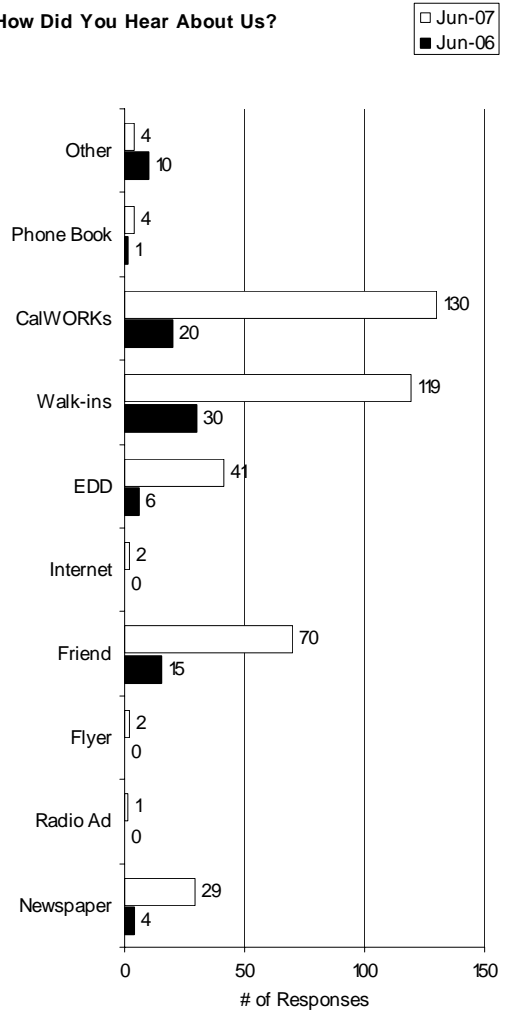
### How did you hear about us?

Three hundred seventy-three customers responded to this question in June.

**Marketing advertisements for June 2007**  
 \*Radio Stations: *KABX, KHPO, KYOS, KBRE*  
*6/1-30/2007*  
 \* **The Bus**  
*Worknet signs inside buses*

One hundred thirty customers responded with 'CalWORKs' as the most frequent response. 'Walk-in' was the next most frequent response.

How Did You Hear About Us?



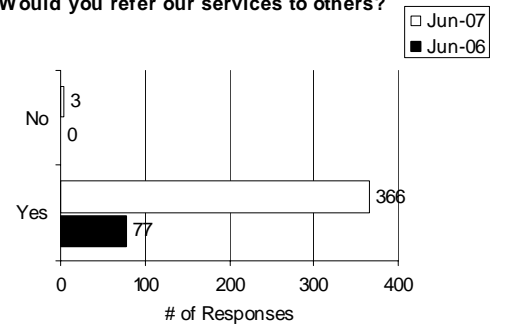
99.2 percent of our customers would refer our services to others

### Would you refer our services to others?

Of those responding to this question, 99.2 percent of our customers would refer our services to others.

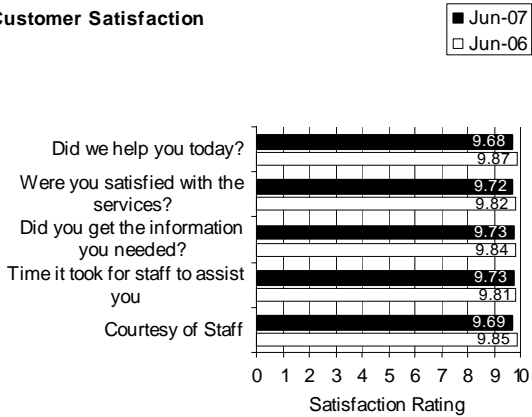
PY 04/05 annual average: 97.3%  
 PY 05/06 annual average: 98.78%

Would you refer our services to others?





**Customer Satisfaction**



**Customer Satisfaction Ratings**

Customer satisfaction questions received 402 responses from our customers in June. These questions received ratings between 9.68 and 9.73 with “Did you get the information you need?” and “Time it took for staff to assist you?” receiving the highest ratings.

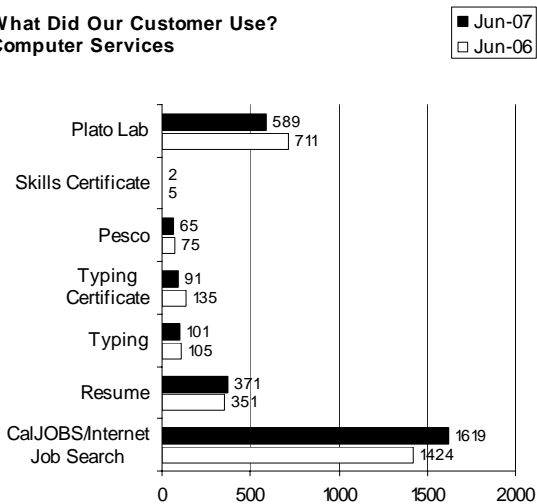
*“Did you get the information you need?” and “Time it took for staff to assist you?” receiving the highest ratings with 9.73 on a scale of 1 to 10.*

Eight questionnaires had a response of 5 or less.

**Return Rate For Customer Satisfaction Survey**  
 All Locations: 11.09%  
 Merced: 9.27%  
 Los Banos: 14.42%  
 Livingston: 8.22%

**How our customers use our services**

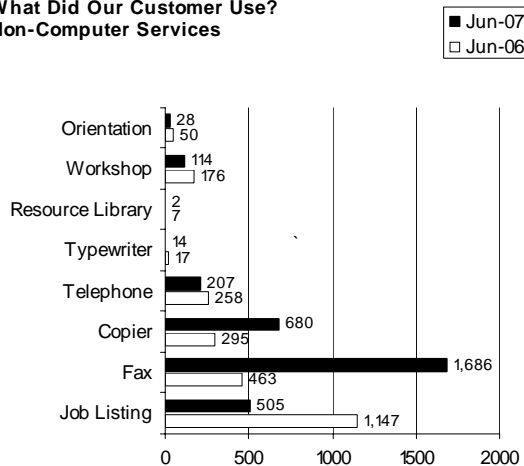
**What Did Our Customer Use? Computer Services**



Computer related services are always the ones most used by our customers, with 2,354 customers using one or more such services in June. CalJobs/Internet Job Search and Plato Lab were our most accessed computer services.

*1,686 customers used our Fax service at WorkNet in the month of June.*

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



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



**Worknet**  
**Customer Service & Satisfaction Report**  
**For All Locations**  
**June 2007**  
 Merced County Department of Workforce Investment

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

	<b>Jun-06</b>	<b>Apr-07</b>	<b>May-07</b>	<b>Jun-07</b>
Return Visits	<b>3,596</b>	<b>3,598</b>	<b>3,670</b>	<b>3,350</b>
First Visits	<b>505</b>	<b>317</b>	<b>311</b>	<b>275</b>
Total Visits	<b>4,101</b>	<b>3,915</b>	<b>3,981</b>	<b>3,625</b>
<b>How did you hear about us?</b>				
Newspaper	4	17	10	29
Radio Ad	0	1	4	1
Flyer	0	1	4	2
Friend	15	190	58	70
Internet	0	5	7	2
EDD	6	42	26	41
Walk-ins	30	182	76	119
CalWORKs	20	68	123	130
Phone Book	1	2	0	4
Other	10	21	6	4
<b>What did our customers use?</b>				
CalJOBS/Internet Job Search	1,424	1,337	1,477	1,619
Resume	351	297	407	371
Typing	105	173	110	101
Typing Certificate	135	167	79	91
Pesco	75	27	61	65
Job Listing	1,147	403	486	505
Fax	463	1,284	1,726	1,686
Copier	295	442	503	680
Telephone	258	156	227	207
Typewriter	17	8	19	14
Resource Library	7	0	0	2
Skills Certificate	5	2	8	2
Plato Lab	711	598	582	589
Workshop	176	69	59	114
Orientation	50	11	17	28
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.85	9.60	9.81	9.69
Time it took for staff to assist you	9.81	9.61	9.78	9.73
Did you get the information you needed?	9.84	9.61	9.78	9.73
Were you satisfied with the services?	9.82	9.57	9.84	9.72
Did we help you today?	9.87	9.59	9.83	9.68
<b>Would you refer our services to others?</b>				
Yes	77	472	272	366
No	0	9	3	3



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

<b>Number of Signins</b>																							
<b>Day of the Week</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>W</b>	<b>TH</b>	<b>F</b>	<b>Total</b>	
<b>Date</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>Total</b>	
<b>Livingston</b>	5	10	9	2	2	7	8	13	4	1	3	11	12	6	9	3	5	7	11	8	10	146	
<b>Los Banos</b>	51	60	58	66	69	47	52	76	79	70	62	70	62	69	57	56	60	62	64	68	53	1311	
<b>Merced</b>	86	123	110	90	106	96	130	117	119	98	96	129	104	105	62	88	132	98	107	95	77	2168	
<b>Total</b>	142	193	177	158	177	150	190	206	202	169	161	210	178	180	128	147	197	167	182	171	140	3625	

<b>Who were our visitors</b>	<b>Merced</b>	<b>Los Banos</b>	<b>Livingston</b>	<b>All Locations</b>
Return Visits	2,015	1,193	142	3,350
First Visits	153	118	4	275
Daily Signins	2,168	1,311	146	3,625

<b>How did you hear about us?</b>				
Newspaper	26	2	1	29
Radio Ad	1	0	0	1
Flyer	2	0	0	2
Friend	40	28	2	70
Internet	1	1	0	2
EDD	40	1	0	41
Walk-ins	73	42	4	119
CalWORKs	14	112	4	130
Phone Book	1	3	0	4
Other	3	1	0	4

<b>What did our customers use?</b>				
CalJOBS/Internet Job Search	1,376	193	50	1,619
Resume	314	54	3	371
Typing	55	45	1	101
Typing Certificate	52	39	0	91
Career	44	21	0	65
Job Listing	431	67	7	505
Fax	1,210	468	8	1,686
Copier	630	48	2	680
Telephone	175	30	2	207
Typewriter	11	3	0	14
Resource Library	0	0	2	2
Skills Certificate	2	0	0	2
Plato Lab	158	431	0	589
Workshop	9	105	0	114
Orientation	9	18	1	28

<b>Customer Satisfaction</b>				
Courtesy of Staff	9.52	9.87	9.75	9.69
Time it took for staff to assist you	9.54	9.92	9.83	9.73
Did you get the information you needed?	9.55	9.92	9.91	9.73
Were you satisfied with the services?	9.57	9.89	9.50	9.72
Did we help you today?	9.51	9.88	9.45	9.68

<b>Would you refer our services to others?</b>				
Yes	179	176	11	366
No	3	0	0	3



### Concerns

12 responses - None
Had problems with computers
No, u guys are great
Need a job badly!
Help me find a job. The world it's killing me no where, but serious I need a job.
None, everyone helps
N/a the staff here is very friendly and helpful.
Not able to get a job.
Finding a quick job.
E-mail and remind new job position
Possible info on schooling
State disability "Qme", After Workers Comp.
Possibly any schooling, office or medical I am broke can't afford much
Get the word out on services you offer.
Good Service
Staff is great to work with.
More jobs
Help me find a job so I don't lose my home
Umm, no...maybe more job listings.
You all have already assisted me with everything.
Training to drive truck.
Yes to get a job
Great job!
Interviewing/Communication Skills.
I am too new
Disable forms



### Suggestions

7 responses - No	Staff is great.
Plato needs better computers.	More jobs
A child care service	Great the staff is wonderful.
Great help with resume, thanks	It's great
No, u guys are great	No, I think your service is great.
Increase allowing time for personnel interest search on net.	I wish I knew food& Beverage places that were hiring.
Bus Tokens	Doing good.
Everything's perfect	No, it already excellent.
More one on one communications	Service s are great.
Computer people turn to be help.	No, everyone is always so nice.
By e-mail	Not at all! Everyone here is helpful and courteous.
Doing the best	Can't fix what's not broken.
None this is a great resource.	More options for ongoing education
No, you guys are doing a great job.	Doing a great job.
I think what you do is great already.	Your staff is very pleasant & helpful.
You do a great job	Making sure that we get employment.
Nope very helpful!!	Extend hours
Be more friendly	No. already doing a great job.
No I was assisted and help as soon as I walked in.	I am too new
Offer more computers because it gets busy sometimes and not everyone can use it.	No I always recieve fast, courteous help when I come in.
No, they do a great job everytime.	Computer, excess copiers,, from laptop computers brought in.
Everything was great.	Stand up business helping
Good Service	Keep up the good work.
Great place to work on resumes	You should walk thru the steps of finding a job & getting a job with individuals who have trouble.
Everything is exceptional	



# Worknet Customer Service & Satisfaction Report For All Locations

July 2007

Merced County Department of Workforce Investment

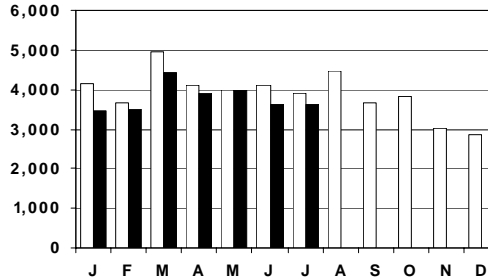
## Daily Sign-ins

Daily sign-ins for July totaled 3,608, down 17 from the previous month and down 315 from July 2006. Daily sign-ins for the month of July are below the 6 year average.

July's 6 year average: 3,828  
2006 annual average: 3,893

Daily Sign-ins  
2006 & 2007

□ Daily Sign-ins (2006)  
■ Daily Sign-ins (2007)



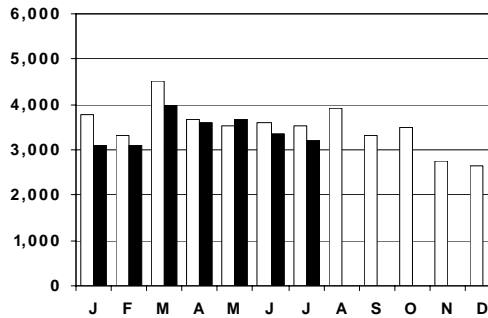
## Return Visits

Return visits for July totaled 3,214, down 136 from the previous month and down 317 from July 2006. Return visits for the month of July are below the 6 year average.

July's 6 year average: 3,542  
2006 annual average: 3,504

Returning Visitors  
2006 & 2007

□ Returning Visitors (2006)  
■ Returning Visitors (2007)



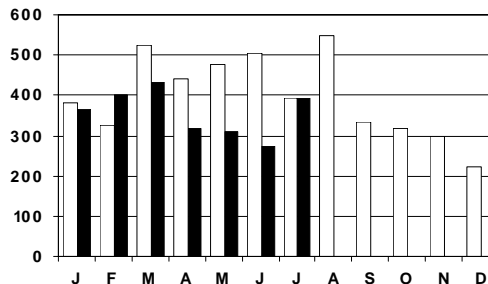
## First Visits

First Visits for July totaled 394, up 119 from the previous month and up 2 from July 2006. First visits for the month of July are above the 6 year average.

July's 6 year average: 287  
2006 annual average: 397

First Visit  
2006 & 2007

□ First Visits (2006)  
■ First Visits (2007)



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## Customer Flow for July 2007

### Both Locations

- On average, Mondays were the busiest days of the week, averaging 198 customers per day. (Weekly Average: 859 customers)

### Merced

- Mondays were the busiest day of the week, with an average of 128 customers per day. (Weekly Average: 550 customers).

### Los Banos

- Wednesdays were the busiest day of the week, with an average of 75 customers per day (Weekly Average: 309 customers).

### Livingston—New info

- As of July 2007, we are no longer providing WIA services through our Livingston office, therefore Livingston will no longer be included in this report.



**Marketing advertisements for July 2007**

*\*Various Local Newspapers  
7/25-28/2007*

*\*Radio Stations: KABX, KHPO,  
KYOS, KBRE  
7/1-31/2007*

*\* The Bus*

*Worknet signs inside buses*

**How did you hear about us?**

*Responses from first-time visitors*

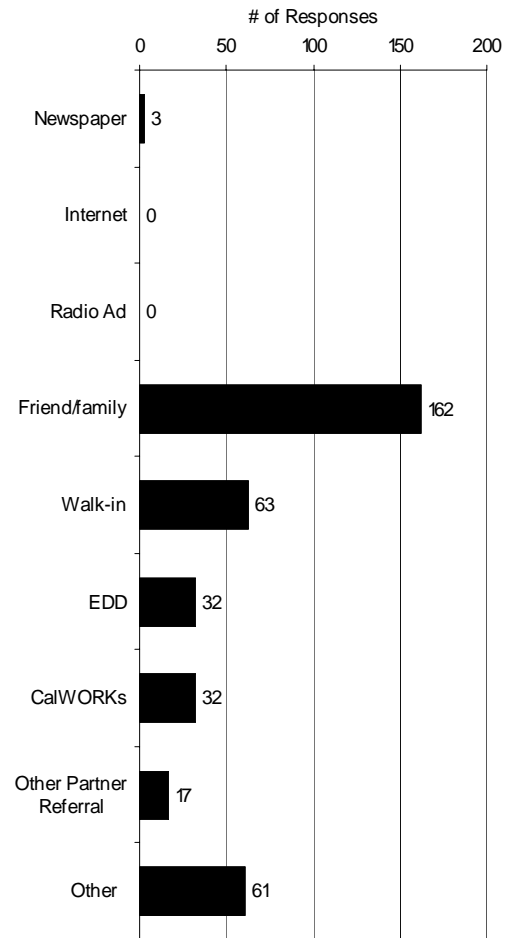
As of July 2007, we are now asking this question of our first-time visitors. Previously, we tracked the same information through responses clients provided on Customer Satisfaction surveys.

Our first time visitors tell us most often that they hear about us through friend or family, with 162 customers providing this response in July.

In the 'other' category, thirty-eight clients were sent for assessment to our Los Banos office by the City of Los Banos.

**How Did You Hear About Us?**

■ Jul-07



*99.4 percent of our customers would refer our services to others*

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

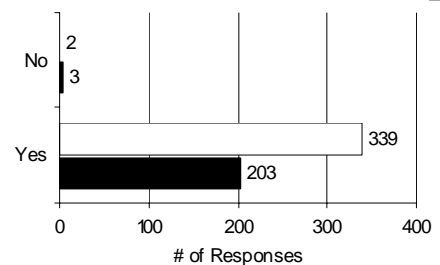
Of those responding to this question, 99.4 percent of our customers would refer our services to others.

PY 05/06 annual average: 98.78%

PY 06/07 annual average: 98.36%

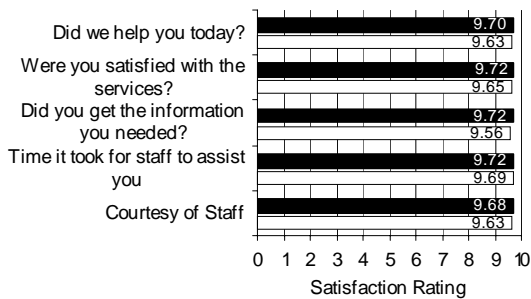
**Would you refer our services to others?**

□ Jul-07  
■ Jul-06





**Customer Satisfaction**



**Customer Satisfaction Ratings**

We received 358 surveys with responses to customer satisfaction questions in the month of July.

Consistently we see overall ratings for all questions in this category to be greater than 9.5 out of 10.

This month, all ratings are up over the same ratings last year.

*“This month, all ratings are up over the same ratings last year.”*

**Return Rate For Customer Satisfaction Survey**

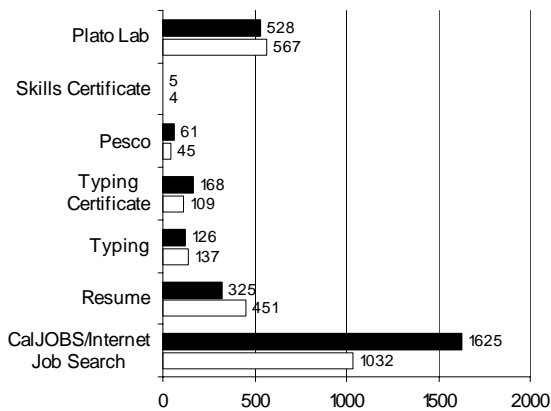
Both Locations: 9.92%

Merced: 7.15%

Los Banos: 14.86%

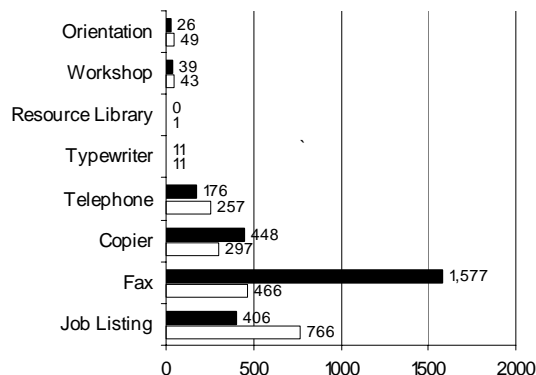
**How our customers use our services**

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



Computer related services are always the ones most used by our customers, with 2,378 customers using one or more such services in July. CalJobs/Internet Job Search and Plato Lab were our most accessed computer services.

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



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

*1,577 customers used our Fax service at WorkNet in the month of July.*



**Worknet**  
**Customer Service & Satisfaction Report**  
**For All Locations**  
**July 2007**  
 Merced County Department of Workforce Investment

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

	<b>Jul-06</b>	<b>May-07</b>	<b>Jun-07</b>	<b>Jul-07</b>
Return Visits	3,214	3,670	3,350	3,214
First Visits	394	311	275	394
Total Visits	3,608	3,981	3,625	3,608
<b>How did you hear about us? - responses collected from first-time visitors beginning July 2007</b>				
Newspaper				3
Internet				0
Radio Ad				0
Friend/family				162
Walk-in				63
EDD				32
CalWORKs				32
Other Partner Referral				17
Other				61
<b>What did our customers use?</b>				
CalJOBS/Internet Job Search	1,032	1,477	1,619	1,625
Resume	451	407	371	325
Typing	137	110	101	126
Typing Certificate	109	79	91	168
Pesco	45	61	65	61
Job Listing	766	486	505	406
Fax	466	1,726	1,686	1,577
Copier	297	503	680	448
Telephone	257	227	207	176
Typewriter	11	19	14	11
Resource Library	1	0	2	0
Skills Certificate	4	8	2	5
Plato Lab	567	582	589	528
Workshop	43	59	114	39
Orientation	49	17	28	26
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.63	9.81	9.69	9.68
Time it took for staff to assist you	9.69	9.78	9.73	9.72
Did you get the information you needed?	9.56	9.78	9.73	9.72
Were you satisfied with the services?	9.65	9.84	9.72	9.72
Did we help you today?	9.63	9.83	9.68	9.70
<b>Would you refer our services to others?</b>				
Yes	203	272	366	339
No	3	3	3	2



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

<b>Number of Signins</b>																							
<b>Day of the Week</b>	<b>M</b>	<b>T</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>2</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>30</b>	<b>31</b>	<b>Total</b>	
<b>Los Banos</b>	58	52	31	30	57	53	62	64	53	67	75	86	67	49	73	82	76	58	50	72	84	1299	
<b>Merced</b>	108	103	80	101	126	135	118	110	71	125	109	108	93	103	131	136	114	96	82	149	111	2309	
<b>Total</b>	166	155	111	131	183	188	180	174	124	192	184	194	160	152	204	218	190	154	132	221	195	3608	

<b>Who were our visitors</b>	<b>Merced</b>	<b>Los Banos</b>	<b>Both Locations</b>
Return Visits	2,068	1,146	3,214
First Visits	241	153	394
Daily Signins	2,309	1,299	3,608

<b>How did you hear about us? - responses collected from first-time visitors beginning July 2007</b>			
Newspaper	1	2	3
Internet	0	0	0
Radio Ad	0	0	0
Friend	97	65	162
Walk-in	34	29	63
EDD	22	10	32
CalWORKs	26	6	32
Other Partner Referral	12	5	17
Other	22	39	61

<b>What did our customers use?</b>			
CalJOBS/Internet Job Search	1,342	283	1,625
Resume	252	73	325
Typing	45	81	126
Typing Certificate	52	116	168
Career	31	30	61
Job Listing	306	100	406
Fax	1,147	430	1,577
Copier	367	81	448
Telephone	144	32	176
Typewriter	7	4	11
Resource Library	0	0	0
Skills Certificate	5	0	5
Plato Lab	129	399	528
Workshop	10	29	39
Orientation	15	11	26

<b>Customer Satisfaction</b>			
Courtesy of Staff	9.54	9.79	9.68
Time it took for staff to assist you	9.59	9.83	9.72
Did you get the information you needed?	9.59	9.83	9.72
Were you satisfied with the services?	9.62	9.81	9.72
Did we help you today?	9.55	9.83	9.70

<b>Would you refer our services to others?</b>			
Yes	156	183	339
No	2	0	2



### Suggestions

Perfect, would be helpful with current job training	More funding
just keep all computers up and going	Need more staff in the computer lab.
open 1 weekend per month (Sat . 8-12)	Excellent Job
Service is very fine.	Excellent Job
more work stations	More food selections
have more employer presentation	Keeping a low volume in lab room.
help me find a job	everything is great
great service!	No you are okay
everything is fine	no, doing a great job, keep it up.
Give away free \$	have designated bathroom for Male and Female
N/A your doing a gret job.	so far so good
Everything is fine	just keep up the great work staff
Have other help wante adds from other papers.	None at this time.
Please hire those who work 4 you through other agencies.	Should be able to be saved files in pdf format no in rich text form only. My daughter told me its free to download the software to be able to save any documentation. in pdf form.
None this is a great one stop for services.	more one on one
not at this time	more employers for your specific field
You are doing a good job	more work space (tables)
Have more employer presentations	I think it is a wonderful service you offer.
Keep up the good work	I need help in finding out what area of work I would be happy doing and help in achieving it.
Everything is ggod.	Not at the moment. You guys are very helpful.
No. You're doing a great job.	Finding a job.
None, great job.	No, everything is great.
More counseling	Everyone is always so helpful.
More Counseling. More traing on interview (group)	more work space
No. This place is fine as it is.	everything is very helpful
More one-on-one counseling.	everything is good
No. You are great!	just great
Everything was great.	
known	



### Concerns

other crisis counseling
just to get a job to save my home.
everything is here, staff and facility
halping me find a good job
I need employment ASAP
Program is well ran.
more jobs in the local area of Los Banos
Arranging an alien abduction from which I would not return
nothing
Homeless jobs
Not at this time.
More info on how W.I.A. allocateds funding.
Front desk reps are awsome.
Today I wqas very pleased with the attention I received-The last time I was in I didn't understand or was explained your procedure.
Funding for vocational school.
Excellent Job
Excellent Job
Having other be quite in lab room.
just fine the way it is
get one job
new computers
doing a geat job!
less noise in resource room for those who are taking tests
Probably, more schooling on line of different fields.