

TO: Workforce Investment Board

DATE: 09/14/06

FROM: Program Planning & Development

For Action

For Information

For Discussion

SUBJECT: Modification 7 of Five-Year Strategic Plan

PROPOSED MOTION S): Approve Modification 7 to the Five-Year Strategic Plan.

DISCUSSION: On September 20, 2000, the Merced County Board of Supervisors approved the local Five-Year Strategic plan required by the Workforce Investment Act of 1998. Pursuant to Title 20 of the Code of Federal Regulations, Part 661.355, the Governor has published procedures governing the modifications of the local Five-Year Strategic Plan.

The Program Planning & Development Committee approved the attached modification to the Five-Year strategic Plan on August 24, 2006.

The Workforce Investment Board (WIB) last modified the plan (Sixth Year Modification) on September 15, 2006.

The plan reflects the WIB's decision to change its focus to Business First. Although expected allocations have been reduced from previous years, the numbers of projected enrollments have been increased. The use of an applicant pool and improved, streamlined enrollment procedures have helped to allow for the increases.

**ATTACHMENT(S):
Modification 7 to Five-Year Strategic Plan**

**Workforce Investment Area
Local Plan Modification
Program Year 2006–07**

LWIA: Merced County

Submitted on: July 28, 2006

Contact Person: Dave Davis

Contact Person's Telephone Number: 209-724-2166

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WIA Local Plan Modification PY 2006-07

Modification # 7 LWIA: Merced County

Date: 04/01/2006

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Narrative			
Executive Summary	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
I. Plan Development Process	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
II. Local Vision and Goals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
III. Labor Market Analysis	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
IV. Leadership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
V. One-Stop Service Delivery System	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
VI. Youth Activities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
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Attachments			
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6. LWIA Grant Recipient Listing **(new)**

Required

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7. Other Submittal(s)

<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2006-07	LWIA: Merced County
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SIGNATURE PAGE

This Local Plan represents the Merced County Workforce Investment Board's efforts to maximize and coordinate resources available under Title I of the Workforce Investment Act (WIA) of 1998.

This Local Plan is submitted for the period of April 1, 2006, through June 30, 2008, in accordance with the provisions of WIA.

Local Workforce Investment Board Chair

Chief Elected Official(s)

Signature

Signature

Robert Harmon
Name

Andrea T. Baker
Name

Chair
Title

Director, Department of Workforce Investment
Title

Date

Date

<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2006-07	LWIA: Merced County Department of Workforce Investment
<input checked="" type="checkbox"/> Modification # _____	Date: 07/01/06

TITLE IB BUDGET PLAN SUMMARY (Adult or Dislocated Worker)

WIA 118; 20 CFR 661.350(a)(13)

PROGRAM TYPE for PY 2006, beginning 07/01/06 through 06/30/07

- Grant Code 201/202/203/204 WIA IB-Adult
 Grant Code 501/502/503/504 WIA IB-Dislocated Worker

FUNDING IDENTIFICATION	R692xxx Subgrant	R7603xx Subgrant
1. Year of Appropriation	2005	2006
2. Formula Allocation	1,661,856	1,296,055
3. Allocation Adjustment - Plus or Minus	(13,197)	
4. Transfers - Plus or Minus		
5. TOTAL FUNDS AVAILABLE (Line 2 plus 4)	1,648,659	1,296,055
TOTAL ALLOCATION COST CATEGORY PLAN		
6. Program Services (sum of Lines 6A through 6E)	1,483,794	1,166,450
A. Core Self Services	351,522	276,587
B. Core Registration Services	485,355	381,890
C. Intensive Services	132,420	103,153
D. Training Services	514,497	404,820
E. Other	0	0
7. Administration (Line 5 minus 6)	164,865	129,605
8. TOTAL (Lines 6 plus 7)	1,648,659	1,296,055
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from July 1, 2005 and July 1, 2006 respectively)		
9. September 2005	0	
10. December 2005	408,133	
11. March 2006	835,130	
12. June 2006	1,385,069	
13. September 2006	1,648,659	116,811
14. December 2006		497,212
15. March 2007		877,613
16. June 2007		1,258,014
17. September 2007		1,296,055
18. December 2007		
19. March 2008		
20. June 2008		

Jackie Walther-Parnell		
Operations Officer	(209) 724-2012	
Contact Person, Title	Telephone Number	Date Prepared

Comments:

NOTE: Final Rule 667.160, What Reallocation Procedures Must the Governors Use, discusses local area obligation rates, recapture, and reallocation. Also see WIA Directive WIAD01-10.
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<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2006-07	LWIA: Merced County Department of Workforce Investment
<input checked="" type="checkbox"/> Modification # _____	Date: 07/01/06

TITLE IB BUDGET PLAN SUMMARY (Adult or Dislocated Worker)

WIA 118; 20 CFR 661.350(a)(13)

PROGRAM TYPE for PY 2006, beginning 07/01/06 through 06/30/07

- Grant Code 201/202/203/204 WIA IB-Adult
 Grant Code 501/502/503/504 WIA IB-Dislocated Worker

FUNDING IDENTIFICATION	R692xxx Subgrant	R7603xx Subgrant
1. Year of Appropriation	2005	2006
2. Formula Allocation	1,447,654	1,360,252
3. Allocation Adjustment - Plus or Minus	(9,783)	
4. Transfers - Plus or Minus		
5. TOTAL FUNDS AVAILABLE (Line 2 plus 4)	1,437,871	1,360,252
TOTAL ALLOCATION COST CATEGORY PLAN		
6. Program Services (sum of Lines 6A through 6E)	1,294,135	1,224,227
A. Core Self Services	459,746	435,257
B. Core Registration Services	415,821	393,672
C. Intensive Services	125,570	118,881
D. Training Services	292,998	276,417
E. Other	0	0
7. Administration (Line 5 minus 6)	143,736	136,025
8. TOTAL (Lines 6 plus 7)	1,437,871	1,360,252
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from July 1, 2005 and July 1, 2006 respectively)		
9. September 2005	140,244	
10. December 2005	473,701	
11. March 2006	836,462	
12. June 2006	1,272,552	
13. September 2006	1,437,871	206,771
14. December 2006		578,861
15. March 2007		950,951
16. June 2007		1,323,041
17. September 2007		1,360,252
18. December 2007		
19. March 2008		
20. June 2008		

Jackie Walther-Parnell		
Operations Officer	(209) 724-2012	
Contact Person, Title	Telephone Number	Date Prepared

Comments:

NOTE: Final Rule 667.160, What Reallocation Procedures Must the Governors Use, discusses local area obligation rates, recapture, and reallocation. Also see WIA Directive WIAD01-10.
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WIA Local Plan Modification PY 2006-07

Modification # _____

LWIA: Merced County Department of Workforce Investment

Date: 04/01/06

TITLE IB BUDGET PLAN SUMMARY (Youth)

WIA 118; 20 CFR 661.350(a)(13)

PROGRAM TYPE for PY 2006, beginning 04/01/06 through 06/30/07

Grant Code 301/302/303/304 WIA IB-Youth

FUNDING IDENTIFICATION	R692xxx Subgrant	R7603xx Subgrant
1. Year of Appropriation	2005	2006
2. Formula Allocation	1,805,052	1,407,379
3. Allocation Adjustment - Plus or Minus		
4. TOTAL FUNDS AVAILABLE (Line 2 plus 3)	1,805,052	1,407,379
TOTAL ALLOCATION COST CATEGORY PLAN		
5. Program Services (sum of Lines 5A and 5B)	1,624,547	1,266,641
A. In School	1,137,183	886,649
B. Out-of-School (30%)	487,364	379,992
6. Administration (Line 4 minus 5)	180,505	140,738
7. TOTAL (Line 5 plus 6)	1,805,052	1,407,379
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from April 1, 2005 and April 1, 2006 respectively)		
8. June 2005	0	
9. September 2005	0	
10. December 2005	286,020	
11. March 2006	701,599	
12. June 2006	1,498,446	0
13. September 2006	1,805,052	111,439
14. December 2006		529,484
15. March 2007		947,529
16. June 2007		1,365,574
17. September 2007		1,407,379
18. December 2007		
19. March 2008		
20. June 2008		

Jackie Walther-Parnell

Operations Officer

(209) 724-2012

Contact Person, Title

Telephone Number

Date Prepared

Comments:

NOTE: Final Rule 667.160, What Reallocation Procedures Must the Governors Use, discusses local area obligation rates, recapture, and reallocation. Also see WIA Directive WIAD01-10.

WIA Local Plan Modification PY 2006-07
 Modification # 7

LWIA: Merced County

Date: 07/01/06

TITLE IB PARTICIPANT PLAN SUMMARY

WIA 118; 20 CFR 661.350(a)(13)

Plan the number of individuals that are in each category.

Totals for PY 2006 (07/01/06 through 06/30/07)	ADULT	DW	OY	YY
1. Registered Participants Carried in from PY 2005	235	177	135	440
2. New Registered Participants for PY 2006	158	129	30	70
3. Total Registered Participants for PY 2006 (Line 1 plus 2)	393	306	165	510
4. Exiters for PY 2006	97	71	30	220
5. Registered Participants Carried Out to PY 2007 (Line 3 minus 4)	296	235	135	290

PROGRAM SERVICES				
6. Core Self Services	5,437	2,581		
7. Core Registered Services	341	231		
8. Intensive Services	292	218		
9. Training Services	155	74		

SKILL ATTAINMENT				
10. Attained a Skill/Goal				370

EXIT STATUS				
11. Entered Employment	72	65	35	20
11A. Training-related	37	24	10	5
11B. Entered Postsecondary/Advanced/Credential Program	0	0	1	
12. Remained with Layoff Employer		1		
13. Entered Military Service				3
14. Entered Advanced Training			5	2
15. Entered Postsecondary Education			42	110
16. Entered Apprenticeship Program				0
17. Attained High School Diploma/GED				200
18. Returned to Secondary School				10
19. Exited for Other Reasons	82	77	12	19

David C. Davis, Special Projects Manager, 209-724-2166, 7/05/06

Contact Person, Title

Telephone

Date Prepared

Comments:

WIA Local Plan Modification PY 2006-07

Modification # 7

LWIA: Merced County

Date: 07/01/2006

STATE NEGOTIATED LEVELS OF PERFORMANCE¹

WIA Requirement at Section 136(c)	PY 2000-01	PY 2001-02	PY 2002-03	PY 2003-04	PY 2004-05	PY 2005-06	PY 2006-07
Adults							
Entered Employment Rate	66%	68%	70%	72%	72%	73%	74%
Employment Retention Rate	74%	76%	78%	81%	82%	79%	80%
Earnings Change	\$3500	\$3600	\$3400	\$3400	\$3450	\$3500	\$3500
Employment and Credential Attainment Rate	40%	50%	50%	50%	55%	56%	58%
Dislocated Workers							
Entered Employment Rate	68%	69%	70%	79%	79.5%	81%	82%
Employment Retention Rate	81%	83%	85%	88%	88%	85%	86%
Earnings - Replacement Rate/ Change/Average ²	85%	86%	88%	96%	96%	-\$3000	TBD
Employment and Credential Attainment Rate	40%	42%	45%	58%	58%	66%	67%
Older Youth (ages 19-21)							
Entered Employment Rate	55%	56%	58%	66%	67%	72%	73%
Employment Retention Rate	70%	72%	74%	76.5%	78%	80%	81%
Earnings Change	\$2500	\$2600	\$2700	\$3000	\$3000	\$3700	\$3800
Employment and Credential Attainment Rate	36%	42%	30%	30%	30%	38%	39%
Younger Youth (ages 14-18)							
Skill Attainment Rate	65%	70%	75%	76%	76.5%	83%	84%
Diploma or Equivalent Rate	40%	42%	45%	55%	55.5%	66%	67%
Retention Rate	40%	42%	45%	53%	53%	63%	64%
Participant Customer Satisfaction Rate	66	67	68	75	75	75	75
Employer Customer Satisfaction Rate	64	65	66	75	75	75	75

¹ Guidance on the definitions of specific indicators for state and local performance can be found at the U.S. Department of Labor [WIA](#) Web site. Specific Training and Employment Guidance Letters (TEGL) include, but are not limited to, 17-05, 8-99, 11-01, 22-02, 22-03, 27-04, and 35-04. Additional guidance can be found at the EDD Workforce Development Community [Directives](#) Web site and [Information Bulletins](#) Web site. Specific Directives include, but are not limited to, WIAD03-6, 04-10, 05-9, and 05-15. Specific Information Bulletins include, but are not limited to, WIAB01-27, 01-55, 02-37, 02-45, 03-43, 03-83, and 05-16.

² For PYs 2000-01 through 2004-05, this dislocated worker goal was earnings replacement rate. For PY 2005-06, this goal was changed to earnings change. Effective July 1, 2006, the U.S. Department of Labor is implementing a new methodology for calculating the average earnings measure.

WIA Local Plan Modification PY 2006-07

Modification # 7

LWIA: Merced County

Date: 07/01/2006

LOCAL NEGOTIATED LEVELS OF PERFORMANCE³

WIA Requirement at Section 136(c)	PY 2000-01	PY 2001-02	PY 2002-03	PY 2003-04	PY 2004-05	PY 2005-06	PY 2006-07
Adults							
Entered Employment Rate	66%	68%	70%	72%	72%	73%	74%
Employment Retention Rate	74%	76%	78%	81%	82%	76%	77%
Earnings Change	\$3500	\$3600	\$3400	\$3400	\$3450	\$3500	\$3500
Employment and Credential Attainment Rate	40%	50%	50%	50%	55%	56%	58%
Dislocated Workers							
Entered Employment Rate	68%	69%	70%	79%	79.5%	81%	82%
Employment Retention Rate	81%	83%	85%	88%	88%	83%	84%
Earnings - Replacement Rate/ Change/Average ⁴	85%	86%	88%	96%	96%	-\$3000	TBD
Employment and Credential Attainment Rate	40%	42%	45%	58%	58%	66%	67%
Older Youth (ages 19-21)							
Entered Employment Rate	55%	56%	58%	66%	67%	72%	73%
Employment Retention Rate	70%	72%	74%	76.5%	78%	75%	76%
Earnings Change	\$2500	\$2600	\$2700	\$3000	\$3000	\$3700	\$3800
Employment and Credential Attainment Rate	36%	42%	30%	30%	30%	38%	38%
Younger Youth (ages 14-18)							
Skill Attainment Rate	65%	70%	75%	76%	76.5%	83%	84%
Diploma or Equivalent Rate	40%	42%	45%	55%	55.5%	66%	67%
Retention Rate	40%	42%	45%	53%	53%	63%	64%
Participant Customer Satisfaction Rate	66	67	68	75	75	75	75
Employer Customer Satisfaction Rate	64	65	66	75	75	75	75

³ Guidance on the definitions of specific indicators for state and local performance can be found at the U.S. Department of Labor [WIA](#) Web site. Specific Training and Employment Guidance Letters (TEGL) include, but are not limited to, 17-05, 8-99, 11-01, 22-02, 22-03, 27-04, and 35-04. Additional guidance can be found at the EDD Workforce Development Community [Directives](#) Web site and [Information Bulletins](#) Web site. Specific Directives include, but are not limited to, WIAD03-6, 04-10, 05-9, and 05-15. Specific Information Bulletins include, but are not limited to, WIAB01-27, 01-55, 02-37, 02-45, 03-43, 03-83, and 05-16.

⁴ For PYs 2000-01 through 2004-05, this dislocated worker goal was earnings replacement rate. For PY 2005-06, this goal was changed to earnings change. Effective July 1, 2006, the U.S. Department of Labor is implementing a new methodology for calculating the average earnings measure.

STATE of CALIFORNIA
LOCAL AREA GRANT RECIPIENT LISTING
[WIA Sections 117(d)(3)(B)(i) and 118(b)(8)]

Merced County

(Name of Local Workforce Investment Area)

ENTITY	ORGANIZATION	CONTACT (NAME/TITLE)	MAILING ADDRESS (STREET, CITY, ZIP)	TELEPHONE, FAX, E-MAIL
Grant Recipient (or Subrecipient if applicable)	Merced County	Michael G. Nelson Chair, Merced County Board of Supervisors	2222 M Street Merced, CA 95340	209-385-7366 209-726-7977 Dist3@co.merced.ca.us
Fiscal Agent	Merced County Department of Workforce Investment	Jackie Walther-Parnell Operations Officer	1880 W. Wardrobe Ave Merced, CA 95340	209-724-2012 209-725-3592
Local Area Administrator	Merced County Department of Workforce Investment	Andrea T. Baker, Executive Director	1880 W. Wardrobe Ave Merced, CA 95340	209-724-2002
Local Area Administrator Alternate	N/A			

Signature: _____ Date: July 28,
2006

_____ Chief Elected Official _____ Date

If a Local Grant Subrecipient has been designated, please submit a copy of the agreement between the Chief Elected

Official and the Subrecipient. The agreement should delineate roles and responsibilities of each, including signature authority.

WIA Local Plan Modification PY 2006–07

Modification # 7

LWIA: Merced County

Date: 04/01/2006

X. ADDENDUM

A. Consistency with the State Plan – WIA Section 118(a) requires Local Plans to be consistent with the State Plan.

The Governor's key priorities for California's public workforce system are:

- Understanding and Meeting the Workforce Needs of Business and Industry in order to Prepare Workers for 21st Century Jobs
- Targeting Limited Resources To Areas Where They Can Have the Greatest Economic Impact
- Collaborating to Improve California's Educational System At All Levels
- Ensuring the Accountability of Public and Private Workforce Investments

These four key priorities for California's workforce system are addressed in the Governor's vision for the system in more detail in Section I of the [State Plan](#). Describe how your local vision and workforce development strategy is consistent with the Governor's workforce development priorities.

A. Understanding and Meeting the Workforce Needs of Business and Industry in Order to Prepare Workers for 21st Century Jobs:

The Vision and Goals of the Merced County Workforce Investment Board are aligned with the Governor's key priorities for California's public workforce system. Vision: Merced County's Workforce Investment System will keep pace with new growth, the emerging economy, and the ever-changing needs of the employers by creating a better educated, highly skilled workforce, that's capable, prepared, and thoroughly knowledgeable. This Vision has been actualized by making the workforce system demand driven, with the system's primary customer being business. The shift towards anticipating and filling the needs of business has resulted in yesterday's customer, the participant, becoming the product being produced to satisfy the needs of business.

This process begins with the selection of new WIB members. Representation from UC Merced was accomplished last year and new and emerging industries are courted for their representation on the Board. Our Youth Council has directed that those youth with the greatest need be served first. We have used and will continue to use the High Concentrations of Youth Initiative monies to further target youth most in need. The

newest member of the Youth Council, an experienced youth Probation Officer, further reflects that youth strategy. Two years ago the High Concentration plan centered on youth involved in juvenile justice, this year it is youth with disabilities.

The WIB is further meeting the workforce needs of business and industry through three “Implications for Actions” involving economic development, education, and workforce housing. It is strongly felt that alignment with those critical areas will lead to attracting, educating and housing tomorrow’s workforce. The WIB is working to ensure the completion of the workforce development portion of the Merced County Economic Development Plan, to become an active voice in the Regional P-16 Council, and has successfully requested the Board of Supervisors form a taskforce on workforce housing.

Targeting Limited Resources to Areas Where They Can have the Greatest Economic Impact:

The Workforce Investment Board’s first Goal stems from the WIB’s selection of industry clusters on which to focus. Originally eight clusters were chosen but subsequently narrowed down to concentrate on the healthcare field. The Board has focused on the production of Registered and Licensed Vocational Nurse training through the local community college. Nurses represent high-wage, high-growth jobs and attempt to fill the state-wide shortage. Collaboration between the WIB, the community college and local hospitals has allowed the college to double its teaching capacity. The WIB trains 24 RNs a year and graduates 6 every semester. Twelve LVNs are graduated every 18 months. Those nurse candidates with barriers to enrollment and completion have and are being addressed through grants received by the local Workforce Investment Area and our One-Stop partner, Merced College. Grants to encourage enrollment of non-traditional nursing candidates and people of color have been used for the past three years. The necessity to continue nurse training has been the impetus for the WIB to continue to pursue grant monies for additional nurse training.

Collaborating to Improve California’s Educational System at All Levels:

The Workforce Investment Board has a specific goal regarding the improvement of education: Influence the K-12 educational system to design and implement strategies that provide students knowledge of employee skills and attitudes and develop metrics to assure success. Additionally, the following Implication for Action has become an integral factor in WIB decisions involving education: The Merced County Workforce Investment Board strongly recommends and supports the following actions take place to support the Education community involved and responsible for providing education and training to Merced County’s current and future workforce .

A Regional Educational Collaborative Support System that:

- Supports continuous increases in academic performance
- Secures funding to support the collaboration
- Has a focused campaign to the community about ways to best support services
- Ensures open communication with all stakeholders

A Comprehensive Career Education System that:

- Supports the development of comprehensive career education and development services for K-14 students, drop-outs and under-employed individuals. The services include K-12 career/technical education, curriculum, awareness of career pathways, Grade 9 – Adult basic skills and training (including ESL and VSL). Special emphasis should be placed on reaching out to individuals not connected to existing agencies or services and promote the development of this system through partnering with schools and agencies.

The membership of the WIB and Youth Council reflect this commitment to collaborating with the Education community. The largest high school districts in the County, the County Office of Education, the local community college, and UC Merced are all represented on the Workforce Investment Board. The Youth Council has representation from Merced College and the County Regional Occupation Program. WIB members serve on the local P-16 Council linking the needs of business to the education community. The Merced P-16 Council is in the forefront of creating a Regional P-16 Council. Goals of the P-16 Council include 1) expanding pre-school experiences; 2) reducing secondary school attrition; 3) improving college-going, transfer, and graduation rates; 4) heightening professional development for teachers; and 5) increasing the availability of qualified teachers.

Ensuring the Availability of Public and Private Investments

The Workforce Investment System in Merced County is dedicated to improving local government partnerships and to maximizing the use of public and private workforce resources to improve and expand services. The Worknet Employment Resource Center (One-Stop) is a prime example of continuing collaboration and the leveraging of resources. The Worknet Leadership Team oversees the operation of the Worknet Employment Resource Center and is made up of the partner organizations working together to address the employment needs of Merced County. The 14 partners and 2 associates have adopted the following Mission: Worknet responds to the needs of our business community and job seekers to enhance our community's quality of life. Its Vision: To deliver a skilled, competitive workforce that ensures a diverse and prosperous economy, and provides a solid foundation for system decisions.

Meeting monthly and rotating the Team's leadership yearly are instrumental factors in maximizing the effectiveness and efficiency of the workforce investment system. The Team is dedicated to continuous quality improvement and successfully obtained two Center certifications based on statutory and Baldrige criteria. The most recent certificate is for November 2005-2008. The Los Banos Worknet Employment Resource Center, Affiliate Site, has also been certified based on statutory criteria.

The WIB is committed to leveraging public and private sector commitments and resources, and to improving State and local government partnerships. Two new One-Stop partners have recently joined the Worknet Team, SCORE and the California Army National Guard.

The WIB has been aggressive in working with local governments to improve the effectiveness and efficiency of the workforce system. Working through the Merced County Board of Supervisors, a Workforce Housing Taskforce has been created. Representatives from the WIB, the BOS, the Housing Authority, six cities within the county, insurance, Banking, UC Merced, Builders, HUD and Real Estate are represented on the Taskforce. The major goal of the collaborative group is to provide information and choices for Merced County cities to provide future workforce housing for Merced County's workforce.

B. Other information as required by the Governor [WIA Section 118(b)(10)] – Since the development of the State Plan, the State Board has adopted vision statements regarding business services and lifelong learning. Also, there are other elements that the State is requiring in the Local Plan.

1. The State Board Business and Industry Special Committee has adopted the following vision statement, *"The One-Stop System, in collaboration with the economic development community, partners with California's business to provide best-in-class local services to business to support job retention and growth."* Provide a description of your local strategies, based upon your Local Board's vision for business services, to improve the services to employers, and include in your description:

a. Your vision and strategic planning efforts for business services.

b. How you use industry partnerships and other employer contacts to validate employer needs.

c. What actions the Local Board has taken, or plans to take, to ensure that local business services are not redundant and coordinated with partner programs such as Wagner-Peyser and Economic Development Corporations.

d. How the Local Board measures the satisfaction of business services and how the data are used to improve services.

2. The State Board's vision for Lifelong Learning states: *"The vision for lifelong learning, in the context of workforce development, is to enable current and future workers to continually acquire the knowledge, skills, and abilities required to be successful in the workplace."*

a. Describe the Local Board's policy regarding lifelong learning in the context of workforce development.

b. Describe the Local Board's current and future strategic planning efforts with educational and workforce development systems and local business and industry, to improve and promote access to lifelong learning.

3. What local policies and systems are in place to support common data collection and reporting processes, information management, integrated service delivery, and performance management?

C. Additional Required Elements – The following elements were not included in the Initial/Supplemental Planning Narrative or the one-year extension for Program Year 2005–06, but are required in Local Plans.

1. How will your Local Board ensure continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants? [WIA Section 118(b)(2)(A)]

2. If your Local Board has entered into an agreement with another area (including another Local Board that is a city or county within the same labor market) to pay or share the cost of educating, training, or placing individuals participating in programs assisted under Title I of WIA, including provision of supportive services, provide copy of your approved agreement. [WIA Section 195(3)(B)]

3. Is your Local Board providing training services that are made as exceptions to the Individual Training Account process? If so, describe the process you used to procure and justify these exceptions. This process must include a 30-day public comment period for interested providers. [20 CFR Sections 661.350(a)(5) and (10) and 20 CFR Section 663.430(a)]

4. Priority of Service – What local policies and strategies are in place to ensure that, pursuant to the Jobs for Veterans Act (P.L.107-288)(38 USC 4215), priority of service is provided to veterans (and certain spouses) who otherwise meet the eligibility requirements for all employment and training programs funded by the Department of Labor, in accordance with the provisions of TEGL 5-03 (9/16/03)? Include in your discussion how this policy is shared with all of the One-Stop Career Center partners and if/how you conduct outreach to veterans and veteran organizations to encourage use of One-Stop Career Center services.

B. (1)

The Merced County Workforce Investment Board has directed that its workforce system will be demand driven and that business is its primary customer. Utilizing the services of the Merced County Department of Workforce Investment (WI), the WIB provides outreach and services to support job retention and growth. WI's Mission Statement: Responding to Business Needs by Providing Quality Resources.

The WIB utilizes the services of WI's Business Services Unit to best serve local businesses. Businesses are served by both industry sector and locale to assure that no duplicative services are provided. A Business Services Tracking System has been devised to track contacts and follow-ups between the Business Services representatives/Job Developers/Job Coaches and businesses in Merced County. The results of the Business Services Unit are reviewed on a monthly basis by the WIB's Quality Assurance and the Program Planning & Development Committees. Industry clusters deserving of the WIB's attention have been selected and reviewed by the WIB. At present, most WIB efforts have centered on the healthcare industry. Partnerships between the WIB's healthcare representatives and the local education community have been used to validate employer needs and education's capabilities.

WI continues to improve the capabilities of the Business Services Unit. Priority is given to new hires with private sector backgrounds. Present Service Representatives are being certified as National Workforce Professionals and new hires will need the certification before being hired. The unit is planning on training representatives in human resource management to be offered at no-cost to local small businesses.

The unit has also collaborated with state and local agencies to create a website for businesses, "Business Solutions". With input from EDD, County Workforce Investment, Federal Technology Center, Chambers of Commerce, DOL, Merced College, Merced County Association of Governments, US Census Bureau, Business Development, Loans, SCORE, IRS, Licensing and the Small Business Development Center, to name a few, this site provides links for new and existing businesses within Merced County. Regionally, Merced County will also provide the managerial and technical assistance to create a similar web site for Madera County to our south.

Additionally, the Business Services Unit has developed entrepreneurial products useful to business. Low cost services include registration for the Enterprise/LAMBRA Zone, and written translator services in English, Spanish and Hmong.

The Business Services Unit measures the satisfaction of its services through the use of a 10 question Customer Satisfaction Survey, which is completed through a face-to-face interview with the business customer. The results are used by both the Department of Workforce Investment management team and the Quality Assurance Committee of the Workforce Investment Board to analyze and improve services.

The Business Services Unit is also providing no-cost training for County businesses and for the professional growth of the Department's personnel. One such course provided

for over 50 individuals was Cygnet Associates presentation of “Boost Employee Retention”.

B. (2)a

Lifelong Learning is an accepted practice for the Merced County WIB. Lifelong learning is expressed in the WIB’s dedication to improving the education system, and in producing educational experiences to employers during working periods. The WIB recognizes that employees will change jobs many times and will be continually asked to learn new skills. Integrating lifelong learning in WIB decisions will help to condition today’s and tomorrow’s workers with an attitude and acceptance that lifelong learning is critical to one’s future success.

The WIB is presently facilitating the pursuit of Lifelong Learning Accounts for members of the healthcare industry here in Merced County. Working through The Council for Adult and Experimental Learning, the Merced County healthcare employers will be exposed to the concept of Lifelong Learning Accounts (LiLAs).

B. (3)

It is local policy that the County Department of Workforce Investment is the central collection and dissemination point for data collection and reporting processes, information management, and performance improvement. Integrated service delivery is achieved through the leadership of the Worknet Leadership Team.

The following data is provided to all One-Stop partners, the Workforce Investment Board, the Youth Council and the Department of Workforce Investment:

1. WIA Participant Summary Report – Adult.
2. WIA Participant Summary Report – Dislocated Worker
3. WIA Participant Summary Report – Dislocated Worker Augmentation
4. WIA Participant Summary Report – Nursing Program
5. WIA Participant Summary Report – Older Youth
6. WIA Participant Summary Report – Younger Youth
7. WIA Participant Characteristics Summary
8. Local WIA Performance Detail Report
9. Customer Service and Satisfaction Report

Critical to this process is a universal referral system delineated in the One-Stop MOUs and administered through the Worknet Leadership Team.

C. (1)

The Local Board uses a five prong approach to ensure continuous improvement of eligible providers and to ensure that such providers meet the employment needs of local employers and participants: 1) Request for Proposals; 2) Contracting; 3) Monitoring; 4) Training; and, 5) Management. First, the requirement for continuous improvement is a requirement within the Request for Proposal. Second, it is included as a contract

requirement, and third, the contract is monitored on a yearly basis. To ensure that employment needs of local employers and participants are being met is more diverse. Customer satisfaction surveys for both businesses and participants are used to assess needs. Those needs are passed to providers through the Worknet Leadership Team. The Team also provides training from local, state, and national; sources.

C. (2)

N/A

C. (3)

Yes, the Local Board is providing training services that are made as exemptions to the Individual Training Account process. IAW Section VII, B, 3(b) of the Merced County Five Year Plan dated July 1, 2000: Three Merced County contracts are procured as "Exceptions to Individual Training Accounts". The Registered Nurse and Licensed Vocational Nurse training programs are offered only by Merced College within Merced County. Originally the RN/LVN training was approved in 2000 by the Private Industry Council/Interim Workforce Investment Board as Exceptions to Individual Training Accounts. Since that time the process has been repeated with each contract renewal. A similar process has occurred with our third Exception contract, the Basic Police Academy Training from the Yosemite Community College District.

The process begins with the WIB's Program Planning & Development Committee (PP&D). After conducting a search of available training providers, the Committee directs the Exception to be declared and places a 30 Day Public Notice within County newspapers. After the 30 days have expired, then comments are considered for possible competition. Historically, the WIB has not received any comments from interested providers. Then the decision to contract as "Exceptions" is taken to the full WIB for approval. The last step is to request the contracts be approved and signed by the Merced County Board of Supervisors. The accompanying Board Agenda Item description delineates the process of approving the action as an Exception to the Individual Training Process with references to Final Rule.

The WIB has a formal policy concerning Exceptions to Individual Training Accounts. It was last reviewed May 25, 2005 and is reviewed yearly.

C. (4)

The provisions of TEGL 5-03 have been incorporated into the Local Eligibility Technical Assistance Guide as Attachment 4. The requirements to provide priority of service is implemented through extra assessment points, weighted factor of 5, for receipt of any enrolled service.